

# NEWSrounds

## Tower Welcomes First Patients

There's nothing unusual about Rush patients being moved around the Medical Center in wheelchairs and on gurneys.

But the destination of approximately 200 of those patients made Jan. 8 special, marking a milestone in Rush's history and the beginning of a new way of delivering patient care.

That morning, Rush nursing and physician leadership, along with support staff, welcomed the first patients into the Tower. Relocated from rooms in other Rush facilities, the patients were moved by transport staff, and some were escorted by teams that included doctors and nurses as the patients' conditions required. The transition was carefully planned to ensure patient safety and comfort.

The transfer of some existing Rush patients was the final phase of the weekend-long move into the new hospital building.

"It's exhilarating," said Kydie Grosshuesch, RN, who helped receive the first patients as the assistant unit director on the Tower's 13th floor. "It's nice to have everything run smoothly and to get things going. It's exciting to start a new chapter in Rush's history."

Patients were brought to the new hospital via one of the glass enclosed walkways that

connect the Tower and the Atrium Building. Three nurse practitioners were stationed on the bridge to assess each patient during the course of the move and respond to any medical needs.

Rodina White, who had undergone a total knee replacement surgery the previous morning, was the first patient to cross the threshold into the Tower.

"The hospital is simply gorgeous," she said. "I can see the Chicago skyline. What a great way to have to go through recovery. I don't feel like I'm closed in at all; I feel like I'm at home."

White and the other patients were assisted not only by working staff but also hundreds of Rush employees, faculty members and students who volunteered their time to assist with the move. Students from Rush's College of Nursing were stationed in each of the rooms to welcome patients and orient them to their new location.

One such patient was Frank Harris, the first man to be moved into the new hospital. Harris said he was feeling good following



*Rush staff transport an intensive care patient into the Tower on Sunday, Jan. 8.*

spinal surgery the previous Friday and enjoying his new room and view of the skyline.

"I'm elated to be one of the first patients at this new facility," Harris said.

It was the third time Harris has been an inpatient at Rush. His first stay was in 1976.

"There's obviously a huge difference in the facilities and how they have been upgraded," Harris said. "But the one thing that remains the same is the service. The doctors, nurses — the whole staff is wonderful. I've gone to other hospitals, but this is the top. I wouldn't want to go anywhere else." •

*To learn more about the Tower, visit [transforming.rush.edu](http://transforming.rush.edu).*

## The Tower's First Surgery

Ear, nose and throat surgeon Guy Petruzzelli, MD, PhD, spent more time in the operating room than usual Jan. 9, as he performed one of the first surgeries in the Tower. But he didn't mind. He considers it a giant step forward in patient care.

During one of the approximately 60 operations performed in the brand-new operating rooms in the Tower that day, Petruzzelli used a robotic procedure to remove a small tumor from the back of a patient's throat. This procedure requires that a pathologist analyze a tissue sample from the tumor, and prior to the move to the new hospital, Petruzzelli would have needed to leave the operating room (OR) to consult with the pathologist about the results.

But thanks to new technology available to Petruzzelli and other surgeons at Rush in the new hospital building, meetings with pathologists are now through video communication. First, the specimen sample is sent to the pathology department through Rush's pneumatic tube system, a network of tubes that can propel canisters to different

locations at the Medical Center. Thanks to the video screens in the Tower ORs, surgeons such as Petruzzelli are able to see exactly what the pathologist is seeing under a microscope in real time, and they can discuss the results "face to face."

This capability saves precious time and improves communication. It's just one of the features of the Tower that had Petruzzelli so excited following the procedure.

"It's very important for surgeons, especially cancer surgeons, to communicate with the pathologists," Petruzzelli says. "We can have a conversation with the pathologists about what they're seeing at that moment and have them describe that to us without leaving the operating room. It is really incredible."

Petruzzelli also noted another communication feature of the new ORs. There are four high-definition monitors dispersed throughout the room, allowing everyone there to see what the surgeon is seeing during robotic procedures, which make use of small video cameras.

"We can position these monitors so the surgical assistant, along with the scrub nurse and everyone in the room, can see what's going on, which helps them more quickly anticipate the needs of the surgeon," Petruzzelli says.

Surgeons can also use the monitors for teaching residents and students in the room, and the images can be sent to other teaching hospitals around the world for educational needs.

Everyone viewing Petruzzelli's procedure that morning saw a very safe surgery that was executed well. For that, Petruzzelli made sure to credit the nursing leadership, including the unit director of perioperative services, Leslie Wirtz, RN, and her team. Thanks largely to their hard work — not just over the weekend, but during the years of planning that preceded it — the room's equipment and other infrastructure were ready.

"Given the magnitude of the transition and change, it was really spectacular," Petruzzelli says. "Things went very safely and very well." •

## RUSH LAUNCHES NEW ADVERTISING CAMPAIGN

Rush launched a new and exciting advertising campaign in early January. Building on past Medical Center advertising, the new campaign focuses on the Tower and how its unique features benefit patients.

"The extensive and positive media coverage of the Tower's dedication and our move into the new hospital provided a great foundation for the start of our advertising," says Lori Allen, associate vice president, marketing and communications.

The campaign includes three new television ads, posters on train platforms along all Chicago Transit Authority (CTA) rail lines, full-page newspaper ads and online advertising. Three downtown CTA bus shelters feature Rush advertising on all sides, and a large butterfly shape adorns the top of each shelter. In addition, a print ad specifically about accessibility in the Tower will run for several months in *Ability*, a national magazine geared toward people with disabilities.

The ad campaign features Rush faculty and staff members talking about the Tower and how it will enhance patient care. "Like all of our marketing and communications about the Tower, the messages in our advertising focus on quality of care, patient safety, and the patient and family experience," Allen says.

The new ads also continue to build Rush's distinct brand: They present Rush as an academic medical center with a uniquely approachable brand of medicine — with superbly skilled and respected teams of physicians, nurses, scientists, researchers and staff who believe that science and technology is, first and foremost, about treating the patient. •

*To see the television commercials, visit [www.rush.edu](http://www.rush.edu) and select the "Rush on TV" section. If you have any questions or comments, please contact Lori Allen at ext. 2-8708 or at [lori\\_j\\_allen@rush.edu](mailto:lori_j_allen@rush.edu).*



*A behind-the-scenes look at the making of the new Rush television ads.*

## AN END AND A BEGINNING: RUSH'S NEW EMERGENCY DEPARTMENT

*From left to right: Ed Ward, MD, medical director, Department of Emergency Medicine; Patti Altman, RN, unit director, emergency medicine; and Dino Rumoro, DO, chairperson, emergency medicine, move patient monitoring equipment to the new emergency department. To read more about Rush's emergency department, please go to page 2.*





IN THIS ISSUE

Tower Opening Events  
page 3

Tower in Review  
page 3

Rush Transformation Timeline  
pages 4 -5

Tower Move-in  
page 4

Universal Design  
page 5

Medical Group Home Designation  
page 6

Leapfrog Award  
page 6

Martin Luther King Day  
page 6

Tower Art  
page 7

People News  
page 7

NewsBriefs  
page 8

NEWSrounds

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Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

AN END AND A BEGINNING:  
RUSH’S NEW EMERGENCY DEPARTMENT

NewsRounds writers and photographers from the Rush Photo Group spent the morning of Friday, Jan. 6, observing the closing of Rush’s old emergency department and the opening of the new one in the Tower. The following is their hour-by-hour account of this historic transition.

Friday, Jan. 6, isn’t any normal day in Rush’s emergency department (ED). It’s moving day.

At about 4 a.m., there are 12 patients in the ED, ranging from a child with pneumonia to psychiatric patients to people with orthopedic conditions. “Every day is an anything-can-happen day,” observes Ed Ward, MD, medical director of the Rush Department of Emergency Medicine.

The department is moving into its new home in the Tower from a space spread across two buildings on the northwestern edge of the Medical Center campus — including the Jones Building, which was built in 1888 and is the oldest building at Rush.

“It is amazing to me that we cared for almost a half a million patients in the 10 ½ years I worked in this ED,” Ward reflects. “While the facilities were cramped, we helped a lot of people in our community.”

“Many of the emergency patients we have treated over the years in this old facility have been coming to our ED for care for several years. Even though the walls and floors are old, the care patients received from our staff always has been top notch,” adds Patti Altman, RN, unit director.

In the early morning hours, a team of 12 doctors, nurses, medical technicians and support personnel care for patients. At the same time, staff members roll equipment out to the entrance to be loaded onto a van and moved to the new ED, part of the Robert R. McCormick Foundation Center for Advanced Emergency Response, which occupies the entire first floor of the Tower. The first of its kind in the U.S., the center is designed to provide an unprecedented level of readiness for large-scale health emergencies, such as a mass outbreak of an infectious disease, a bio-terrorist attack, or an accident that spills hazardous materials.

By and large, members of the department are excited about the new, far larger and better equipped facility. “I couldn’t be happier,” Ward says. “A lot of thought went into this place to make it comfortable for patients. We’re going to be able to do such a great job caring for people there.”

Ward came to Rush 10 years ago from Resurrection Hospital, along with his colleagues Dino Rumoro, DO, chairperson of the emergency medicine, and Julio Silva, MD, MPH, chief medical information officer.



Denone Dillard, equipment technician (at left) and Torrence Whitfield, transport specialist (right) get ready to wheel patients into the new emergency department on its first morning.



Rev. Dolores Weins, the retired emergency department chaplain, speaks during a dedication ceremony for the new emergency department.

“It’s such a welcoming environment. All the decisions have been made around what we can do to enhance the experience, to include the family,” Silva says. “It’s a dream come true for us.”

The new emergency department includes 60 treatment bays with a surge capacity of 133 percent. Each treatment bay has space and seating for family members to accompany the patients and a television to help take patients’ minds off whatever pain or discomfort they’re feeling. In addition, the ED provides temporary parking for arrivals and a large, pleasant waiting area with a separate waiting area for pediatric patients and their families.

Earlier during the night, the old ED went on bypass — that is, ambulances temporarily were instructed to stop brining patients to Rush, so that the ED could treat the patients already there and close down. As dawn approaches, one by one the patients are sent home, if they are well enough, or are being admitted.

“We ready to roll? We got phone charger, phone? Socks, don’t forget your socks,” says Jenna Pederson, RN, as she rolls out a patient in a wheelchair with a family member following.

The last patient to leave the old ED is Dag Svarc, who is experiencing complications related to a hip replacement surgery he underwent a few weeks earlier. He is admitted to the hospital.

“They were very attentive, everyone was very nice,” says Svarc, a retired building contractor from Antioch. The following Sunday, Jan. 8, he is among the patients who are transferred to the Tower from rooms in other Rush facilities. He will go home in three days after undergoing a successful follow-up surgery.

A BIG OPENING

As work is wrapping up in the old ED, the new one is opening, marking the beginning of patient care in the Tower after more than seven years of planning and three years of construction. When the new ED officially opens at 6 a.m., it already is full of people, including clinical staff, a small army of technical support personnel, and members of Rush leadership.

In the midst of it all, Altman, having just come over from the old ED, is in perpetual motion, walking briskly through the new department’s wide, brightly lit hallways. “We can do this,” she tells a group of nurses, checking to make sure they have the Epic electronic medical record system and the Tower’s new cell phone system up and running. She finds computer support for a doctor; advises a nurse about entering patient information on the new computers; and shows staff members how to use both the supply dispenser cabinets and the coffee maker.

“This is exciting,” she says, “think how we’ll feel at 9 p.m.” Then she heads back to the old ED to join her staff in bidding their former workplace farewell.

SAYING GOODBYE

At 7:30 a.m., Zach Willette, a staff chaplain, leads a closing ceremony for the old facility. Each member of the ED staff holds a stone representing his or her personal experiences and places it in a bowl.

“It’s a celebration of all of our hard work,” says Maureen Keane, patient liaison. “It was nice to share it with everybody who works the night shift. We finished the night. It’s a part of history.”

Ward is the last person to leave the ED. Before he goes, he pauses to take a photo of the whiteboard on which the names and status of patients in the old ED are written.

The night shift staff heads home — many of them are back at work that evening for their first shift in the new ED. “I’m feeling a little nostalgic,” says Jessica Stults, RN, who began working in the ED six months earlier. “This is where I got my start as a nurse.”

“One thing that’s not going to change is the way we work as a team,” Stults adds. “Everybody is always there for one another. Everyone is very supportive. They care a lot about the patients, and they care a lot about each other.” •

To learn more about Rush’s new emergency department, visit [transforming.rush.edu](http://transforming.rush.edu).



# Rush Community Gathers to Mark Tower Opening

Rush hosted several events in December celebrating the completion of the Tower, the Medical Center’s new hospital building. Joined by Chicago Mayor Rahm Emanuel, U.S. Representative Danny Davis and other elected officials, Rush held a grand opening ceremony on Thursday, Dec. 8.

Larry J. Goodman, MD, Rush CEO, remarked that it was a time for celebration and a time for thanks. “It’s certainly a big event when a hospital opens in a community. It’s an important new resource for that community, and that’s certainly one of the reasons that we’re here today, to celebrate that new resource,” he said.

Emanuel stressed the importance of the city’s partnership with Rush. “This is exactly the type of investment that’s appropriate for the city of Chicago to be a part of, because of the job creation and economic growth it creates,” he said.

Richard M. Jaffee, chairman of the Rush Board of Trustees, talked about the commitment the Medical Center made to bring about this major event in Rush’s 175-year history. “It’s an incredibly exciting moment for all of us because it’s a realization of a vision that began more than 10 years ago,” he said. “We committed to making Rush one of the finest academic medical centers and the destination for the best in patient care here in Chicago. We committed to transform our campus over the next 10 years.

We wanted to not only bring our campus up to modern standards, but to provide the very best in medical technology for our caregivers. And most important, we didn’t compromise on quality and safety; on the contrary, we increased our commitment to all these important issues.”

**RUSH’S OWN TURN OUT TO CELEBRATE**  
Rush employees, students and volunteers got to see the Tower for themselves on Friday, Dec. 9. They took self-guided tours of the Tower that included the state-of-the-art emergency center; the interventional platform; one of the butterfly-shaped patient care floors; and the fourth floor public areas, including the patient and family garden, family lounge and a special exhibit about the history of Rush.

Reverend Clayton Thomason, JD, MDiv, chairperson, religion, health and human values, blessed the

Tower and the caregivers who would be working there. It was referred to as “Many Hands,” a recognition that it took the work of many hands to build the new hospital, and that it is the work of all our hands that makes it set apart — or sacred — as a place of healing and wholeness. As the Rush/Stroger Gospel Choir sang a blessing, chaplains offered anointing of the hands for any of the employees gathered who wished it.

Employees counted their steps in the Tower with help from Choose Health, Rush’s employee wellness program, and put their thumb print on some special artwork for the Tower.

“Being a part of this event was so special for me,” said Priya Patel, project coordinator, human resources. “Not only was I able to tour the Tower and see all of the intricate details, but I also had the chance to learn about everything

that goes into ensuring continuity of care and the best possible environment and experience for our patients.”

## COMMUNITY MEMBERS VISIT THE TOWER FOR THE FIRST TIME

More than 1,000 additional visitors, including the families of Rush employees and residents of the

neighborhoods surrounding the Medical Center, turned out for tours of the new hospital on Saturday, Dec. 10. Children enjoyed having their favorite stuffed animals examined in the new emergency department’s Teddy Bear Clinic.

To learn more about the Tower, visit [transforming.rush.edu](http://transforming.rush.edu). •



The Rush/Stroger Gospel Choir performed in the Brennan Pavilion during the employee open house on Dec. 9.



From left to right: U.S. Representative Danny Davis, Alderman Walter Burnett Jr., Susan Crown, vice chair, Rush Board of Trustees, Chicago Mayor Rahm Emanuel and Dino Rumoro, DO, chairperson, Department of Emergency Medicine, on a tour of the Tower on Dec. 9, 2011.



Ed Ward, MD, medical director of the Rush Department of Emergency Medicine, tends to a young girl's stuffed animal during the community event's Teddy Bear Clinic in Rush's new emergency department.

## TRANSFORMATION: THE TOWER IN REVIEW

The Rush Transformation is dramatically changing the way Rush provides medical care, allowing the Medical Center to better support patient needs with improved quality, safety and efficiency. This change is particularly evident in the Tower, which opened in early January.

The Tower allows Rush to meet its community’s needs with a one-of-a-kind advanced emergency response center, state-of-the-art technology, environmentally friendly design, and a healing environment for patients, families and visitors. Here’s a review of the many ways the Tower will enhance patient care:

### TOWER QUICK STATS

- 304 private patient rooms
- 14 floors
- 806,000 square feet
- Individual emergency room bays

### HEALING ENVIRONMENT AND AMENITIES

Patient, visitor and staff comfort were taken into consideration when establishing the Transformation’s guiding principles, which include “optimize the patient and family experience” and “design a comfortable environment to support Rush values.” Amenities that support a healing environment in the new Tower include the following:

- Rooftop gardens
- Use of color — bright greens, blues, white and natural wood
- Large windows with views of the Chicago skyline in every patient room
- Use of glass and windows throughout the building for natural light
- Lounges with comfortable seating and quiet spaces
- Meditation/respice room on inpatient floors
- Vending on each floor and an employee-only restaurant on the seventh floor
- Woman’s Board Gift Shop
- Artwork that promotes a healing and welcoming environment

### TECHNOLOGY

The Tower is equipped with the latest technology to help clinicians make the best possible decisions about their patients’ care.

- To meet patients’ needs quickly and efficiently, a remote device next to the bed has four different buttons associated with patients’ most common needs — nurse attention, pain relief, water and the bathroom — each of which sends an alert to a nurse’s or patient care technician’s (PCT) wireless phone.
- Nurses and PCTs carry these wireless phones when they are on duty, allowing them to communicate with patients’ family members and physicians directly instead of using a paging system, which requires that calls be made and answered at the nurse’s station.
- An audiovisual system links all of the Tower’s operating rooms, located on the fourth, fifth and seventh floors, the main radiology reading room on the third floor, the pathology lab in the Jelke Building and an educational room in the Tower. This feature enhances communication and collaboration between clinicians.
- A portable monitoring device is attached to the wall next to the patient’s bed and can be moved with the patient, allowing the patient’s vital signs to be displayed continuously and eliminating gaps in monitoring during transit between locations.

### ENVIRONMENTALLY FRIENDLY

Underscoring its commitment to being green, Rush is seeking gold Leadership in Energy and Environmental Design (LEED) certification for the new hospital. The U.S. Green Building Council, a non-profit organization, awards LEED certification to buildings with high environmental standards.

- Green roofs (partially covered with soil and plants) slow the flow of rainwater into city storm sewers and reduce heat from the sun. Parts of the roofs not covered are white to reflect sunlight, requiring less energy to cool the building.
- Energy-efficient lighting fixtures and bulbs are used throughout the hospital.
- Recycled steel, wallboard, wall coverings, concrete and wood were used as much as possible in the construction of the building.
- Housekeeping uses environmentally preferable products.

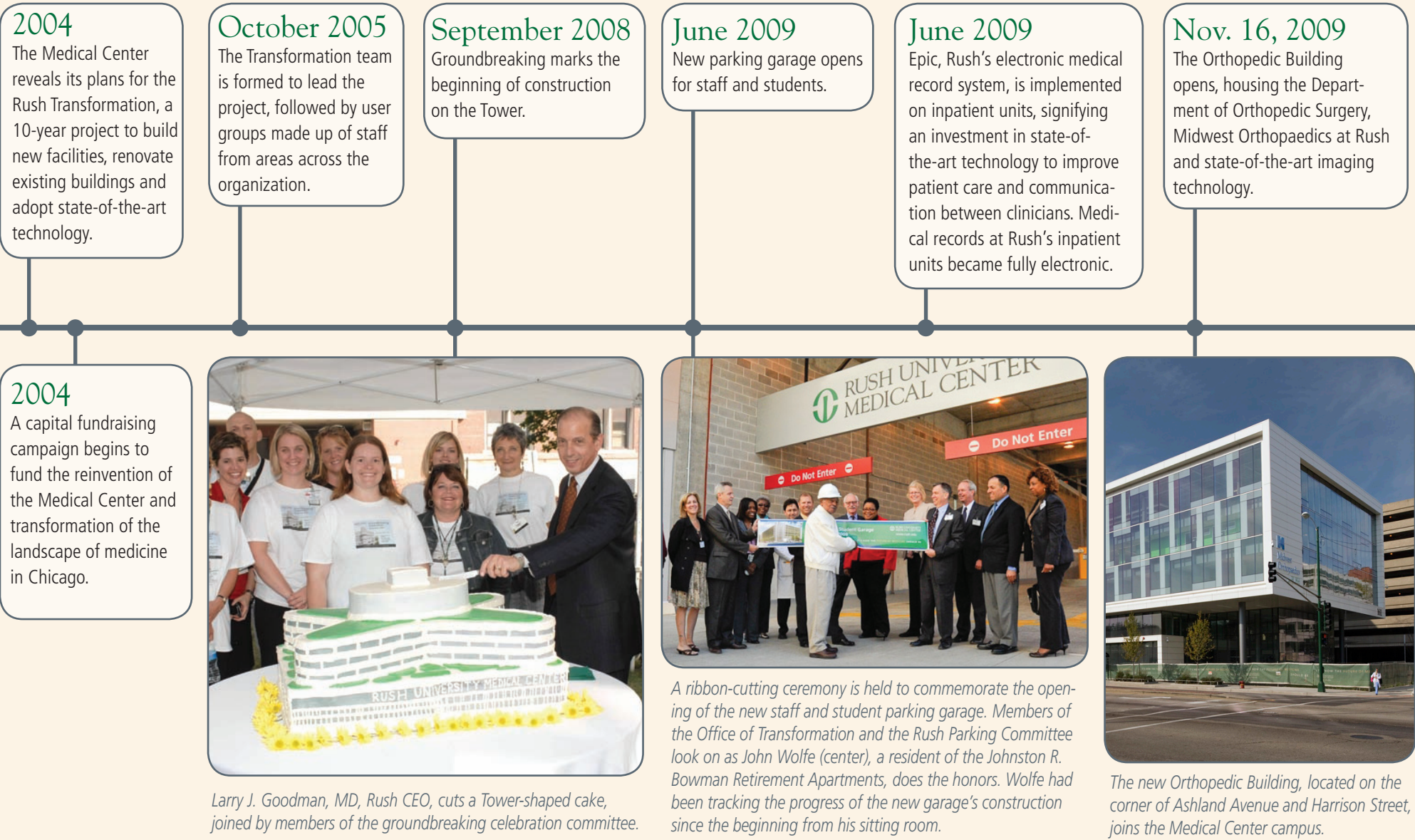
### EMERGENCY PREPAREDNESS

- At nearly twice the size of the previous emergency department, the Robert R. McCormick Foundation Center for Advanced Emergency Response includes 60 individual treatment bays.
- The center is designed to provide an unprecedented level of readiness for large-scale health emergencies, such as a mass outbreak of an infectious disease, a bio-terrorist attack or an accident that spills hazardous materials.

The new hospital building is the cornerstone of Rush’s plans to reorient all of our facilities and care around patients and their families to reduce costs and improve outcomes. In addition to archived editions of *NewsRounds* on the intranet, more details about the new Tower can be found at [Inside.Rush.edu/transformation](http://Inside.Rush.edu/transformation) and [Transforming.Rush.edu](http://Transforming.Rush.edu). •



# The Rush Transformation Timeline



## On the Move

**Below:** Bob Clapp, FACHE, senior vice president for hospital affairs, greets Frank Harris, the first male patient transferred into the Tower.

**Top right:** From left to right: Lois Halsted, PhD, RN, vice provost and vice president of Rush University, and Jill Gabbert, MEd, director, student affairs, Rush University, help move supplies into the Tower during move-in weekend.

**Bottom right:** Employees from across the Medical Center work in the command center to help ensure a smooth transition to the Tower. Front row, left to right: Cynthia Barginere, DNP(c), RN, FACHE, vice president, chief nursing officer; Richa Gupta, MBBS, MHSA, associate vice president, performance improvement and clinical effectiveness; Peter Butler, Rush president and COO; and Melinda Noonan, director, nursing operations. Back row, left to right: Robert Scott, MPH, ambulatory care safety consultant, occupational safety; Anne Burgeson, internal communications director, marketing and communications; and Cassandra Sura, public relations specialist, marketing and communications.





The opening of the Tower follows years of planning, preparation and construction. Here's a look back at the milestones along the way to this historic event.

**Nov. 30, 2009**

A topping-off ceremony is held as the final beam is set in place on the new Tower.

**Jan. 31, 2011**

The Rush University Cancer Center opens on the 10th floor of the Professional Building. The new outpatient center features 56 chemotherapy infusion stations, complementary therapies and state-of-the-art exam and procedure rooms.

**October 2011**

Employees, physicians and students begin touring and training in the new Tower to help them become familiar and comfortable with their new space.

**Week of Dec. 8, 2011**

Rush holds multiple events to celebrate the opening of the new hospital.

**Jan. 6-8, 2012**

The new hospital, including the Robert R. McCormick Foundation Center for Advanced Emergency Response, opens.



The last beam is ceremoniously hoisted into place.



From left to right, Howard Kaufman, MD, director of the Rush University Cancer Center; Alderman Walter Burnett, Jr.; Susan Crown, vice chair, Rush Board of Trustees; Chicago Mayor Richard M. Daley; Larry J. Goodman, MD, Rush CEO; U.S. Senator Dick Durbin; and Philip Bonomi, MD, director, Rush Division of Medical Oncology, prepare to cut the ribbon celebrating the opening of the new outpatient cancer center.



From left to right: Samantha Franco, employee and organizational development consultant, leads a tour in the Edward A. Brennan Entry Pavilion with Priya Patel, project coordinator, human resources, and Cari Kornblit, Web editor, marketing and communications.



Transport specialist Samarha McCoy, hospital transport services, transfers patient Rodina White into the Tower.

# TOWER'S UNIVERSAL DESIGN FEATURES PROMOTE ACCESSIBILITY FOR ALL

Rush is a nationally recognized leader in accommodating the needs of patients, students and employees with disabilities, and this leadership is evident throughout the Tower. The new hospital incorporates what is known as universal design — that is, features that make the building accessible to people with and without disabilities and that equip it to meet the needs of both populations.

"I'm very excited about what we have done," says Eugene Thonar, PhD, professor of biochemistry and orthopedic surgery. Thonar, who has a disease of the joints and uses crutches and a scooter to assist with his mobility, was a member of a task force that ensured accessibility was a central part of the Tower's design.

"I'm not aware of any other health care facility the size and scope of Rush that is committed in such a cross-organizational way to examining the issues for people with disabilities and addressing those issues," observes Marca Bristo, president and CEO of Access Living, a Chicago disability rights organization, and member of the Rush Board of Trustees.

As a result, the Tower includes the following key features that promote an unrestricted environment for all people:

**ENTRANCES**

- All major entrances to the Tower use automatic doors that open when sensors detect someone approaching. The doors open by sliding to the side, rather than opening outward, to allow unobstructed access for people in wheelchairs and scooters.
- The grade of the slopes of the ramps between the new hospital and the Atrium Building are barely noticeable, making it easier for people in wheelchairs to propel themselves up and down the ramps.

**HALLWAYS, ELEVATORS AND WAYFINDING**

- Handrails are abundant throughout areas where patients travel.
- Public elevators in the Tower incorporate digital display, Braille alongside floor buttons, and audio announcements of the floor location to accommodate people with visual disabilities.
- Wayfinding signs are in English and Spanish and in high contrast to promote visibility.
- Contrasting borders on the edges of hallway carpeting

help patients with low vision distinguish where walls are located.

**PATIENT ROOMS**

- All acute care and critical care adult patient rooms have built-in ceiling tracks to accommodate lift devices for patients with disabilities. Patient phones have large numbers on the dial pad that are easier for people with visual impairments to see.
- Bathroom doors in patient rooms swing in both directions, allowing people in wheelchairs to enter and leave easily; and all acute care patient bathrooms have a five-foot-diameter turning radius to allow for patients in wheelchairs to maneuver inside the room.
- In all patient room bathrooms, handrails are affixed near the toilet and inside the shower so that patients can lift themselves up and ease themselves down, and showers have a fold-down seat for patients who cannot or prefer not to stand.
- Pivoting arms on patient chairs in acute care and critical care rooms can be lifted up to allow access to the patient; when down, the arms allow patients to guide and stabilize themselves when they are moving into or out of the chair.



The Tower was designed to provide accessibility throughout the building, including the fourth floor quiet area seen here.

- White boards in each room allow staff to write notes for patients with hearing disabilities, and all televisions in patient rooms have closed-captioning.

**TREATMENT AND SERVICES**

- New MRI machines can accommodate patients with unique spinal curvatures.
- A wireless phone system allows doctors, nurses and other hospital caregivers to communicate directly via mobile phones, reducing noise from overhead paging and ringing telephones, which can cause confusion in people with mental illness and dementia.

- Patient registration counters are at a level that is accessible for people in wheelchairs.

"We've gone beyond what the rules and regulations say we should do, because that's what our patients expect," says Paula Brown, manager, Office of Equal Opportunity. "We excel in making every accommodation necessary for whoever needs it. That's what we've become. That's how we work." •

To learn more about universal design at Rush, visit [www.youtube.com](http://www.youtube.com), and search for Rush University Medical Center, universal design.



# PRIMARY CARE PRACTICES AT RUSH RECEIVE PRESTIGIOUS MEDICAL HOME DESIGNATION

Seven primary care practices at Rush have received designation as a medical home by the National Committee for Quality Assurance (NCQA). This designation means that each of the practices goes beyond episodic care of their patients — that is, treating illnesses on a by appointment basis — to focus on overall health improvement.



In the medical home concept, each patient has a personal physician who, together with a care team, coordinates care beyond the physician’s office. The emphasis is on keeping patients healthy, preventing illness and making the right care available to the patient at the right time.

The seven practices at Rush are the first at an Illinois academic medical center to receive the NCQA’s prestigious Physician Practice Connections – Patient Centered Medical Home (PPC-PCMH) level three designation. The NCQA is a not-for-profit organization dedicated to improving health care quality, and its PPC-PCMH program assesses whether physician practices are functioning as medical homes and recognizes such practices for their efforts. Level three designation is the highest recognition level that the NCQA awards.

The achievement of medical home designation has been the result of a collaborative year-long effort between Rush University

Medical Group, Rush Health, Rush University Medical Center, the Rush University College of Nursing and the seven primary care practices: Associates in Internal Medicine; Lifetime Medical Associates; Rush Pediatric Primary Care Center; Rush University Family Physicians; Rush University Physicians at Lincoln Park; Rush University Senior Care; and West Loop University Medicine. Between them, these practices serve more than 43,000 patients.

“This recognition is consistent with Rush’s mission of providing the very best care for our patients,” says Larry J. Goodman, MD, Rush CEO. “I congratulate all the team members involved in this effort.”

Reflecting Rush’s emphasis on collaborative care, the medical home project took a multidisciplinary approach and shared clinical resources. For example:

- Physicians developed templates to document patient goals, progress and education at each visit.
- Rush Health developed a Web-based patient registry that organizes patient data and presents information in a way that helps clinicians understand patient patterns, identify high-risk patients in need of care and appropriately allocate resources.

- Rush University College of Nursing advanced practice nursing students participate in outreach to patients, care coordination and patient exams.
- Rush University Medical Group redesigned practice flows to put the patient at the center of care while creating resource efficiencies.
- Rush Health hired medical home nurses to support care coordination and ensure continued success with the medical home model.
- Rush Case Management enhances discharge planning and identifies patients who are at a high risk for re-admission.
- Rush Health and Aging, formerly known as Older Adult Programs, provides social work services for elderly patients.

“Just as the Tower transformed our campus to improve the delivery of acute care, we are transforming the way patients receive care in our primary care offices,” Goodman says. “The success of implementing the medical home model shows the commitment of our primary care physicians to continuously pursue excellence in patient-centered care. I thank everyone involved for embracing this process for the benefit of our patients.” •

## RUSH AGAIN RANKED AMONG TOP HOSPITALS BY LEAPFROG

For the third consecutive year, Rush University Medical Center has been named among the top hospitals in the country for safety, quality and resource use by the Leapfrog Group, a national organization that promotes health care safety and quality improvement.

Rush is one of only 65 hospitals nationwide and five hospitals in Illinois recently honored as a “Top Hospital” at Leapfrog’s annual meeting in Washington, D.C. The top hospitals were announced in early December.

“This survey considers hospitals that give the best quality of care in the most efficient way possible,” says Larry J. Goodman, MD, Rush CEO. “This is an affirmation of our staff’s commitment to being among the best through their hard work and dedication. I’m grateful to everyone who works at Rush for their efforts to make this achievement possible.”

The Leapfrog Hospital Recognition Program measures and evaluates hospital performance to recognize achievements and encourage improvements in the efficiency of hospital care. The program’s latest rankings drew on information gathered through the 2011 Leapfrog Hospital Survey, which compiled data reported by nearly 1,200 hospitals in 45 states.

To be designated a Leapfrog Top Hospital this year, hospitals in urban settings such as Rush needed to fulfill the following criteria:

- Fully meet Leapfrog standards for using computerized physician order entry (CPOE) systems, which have been shown to reduce adverse drug events by up to 88 percent. To be named a Top Hospital,



Larry J. Goodman, MD

physicians at the institution must enter at least 75 percent of medication orders through a CPOE system, and the hospital must demonstrate in a test that the system can alert physicians to at least half of common serious prescribing errors.

- Fully meet stringent performance standards for at least half of the complex, high-risk procedures performed at the hospital, such as heart bypass surgery. Research indicates that a patient’s risk of death is reduced between two and four times, depending on the procedure, if the care is received at a hospital that meets Leapfrog’s standards.
- Meet standards for staffing the intensive care unit with doctors and nurses specifically trained in critical care, which has been shown to reduce mortality by 40 percent.
- Achieve a score of at least 69 out of 100 for efficiency (the intersection of quality and cost). The Leapfrog Hospital Recognition Program measured efficiency in terms of quality outcomes and resource use (measured by length of stay and readmission rates), with quality weighted more heavily. •

## DAY OF SERVICE CELEBRATES AND UPHOLDS LEGACY OF MARTIN LUTHER KING, JR.

Rush University students commemorated Martin Luther King, Jr. Day on Jan. 16 with a day of service. Approximately 200 students from each of Rush’s colleges, along with Rush staff and Laurance Armour Day School school-age students, packed boxes of toiletries and snack food at the Armour Academic Center for the Wounded Warrior Project, a program that donates items to U.S. military personnel serving overseas. They collected 200 boxes of items donated by Rush students, faculty and staff, as well as signed cards and notes of thanks to be delivered to the servicemen and servicewomen.

This event was cosponsored by the Student National Medical Association, Latino Medical Student Association, and Rush University’s Office of Multicultural Affairs and Community Service and the Office of Student Affairs.

Rush students also coordinated several other King Day activities on and off campus, including preparing breakfast for approximately 300 residents at the Franciscan House of Mary and Joseph near the Medical Center; entertaining patients at the Westside VA Hospital; delivering homemade cookies to a Ronald McDonald House; and counseling area teenagers about possible careers in health care.

“The day was fabulous,” says Sharon Gates, MA, senior director, multicultural affairs and community service. “The students, faculty and staff performed outstanding work in the name of Dr. King and Rush. They totally understand the meaning behind Dr. King’s quote, ‘intelligence plus character — that is the goal of true education.’ ”

The Department of Community Affairs also honored the day with a special event titled “Celebration of Life: Dr. Martin Luther King, Jr.” Held in the J. Hall Taylor Memorial Chapel in the Kellogg Building, it featured Charles Jenkins, lead pastor, Fellowship Missionary Baptist Church, who spoke on the topic, “The Beloved Community.” •



Rush students serve breakfast at the Franciscan House of Mary and Joseph homeless shelter.



# THE TOWER’S INTERNAL CITYSCAPE

Nearly 1,400 pieces of art can be found throughout the new Tower, in both public and staff areas. Some of these pieces were donated, while others were created by local artists. All were specially selected by Rush’s Art Advisory Group to represent Rush’s values, history and community. The group was made up of employees from across the organization who selected the pieces to create a comfortable, welcoming, healing environment for patients, visitors and staff alike. One of the Tower’s centerpieces is the 30 x 20 foot cityscape in the Brennan Pavilion — and it was designed by our very own Steve Gadomski (right) from the Rush Photo Group. The graphic is made up of 63 different photos using the new Tower as the vantage point. To watch a time-lapse video of the 30-hour installation, visit [www.youtube.com](http://www.youtube.com), and search for Rush University Medical Center, Brennan Pavilion Mural.



## ... People News

### Appointments

The Solid Organ Transplant Service Line has a new leadership structure. **David Ansell, MD, MPH**, chief medical officer, and **Brian Smith**, vice president, Medical Affairs, now co-chair the newly formed Transplant Council. Ansell provides medical directorship of the service line, and Smith is the business partner. **Janice Burkart** has assumed the position of administrator, Solid Organ Transplant Service Line.

The Rush University College of Nursing has chosen **Chandice Covington, PhD, RN**, as chairperson of the college’s Department of Women, Children and Family Nursing. Covington has conducted extensive research in women’s health, which is reflected in her more than 70 publications in scientific and clinical journals. She also brings a history of funding from the National Cancer Institute and the National Institute for Nursing Research as well as support from National Aeronautics and Space Administration, the National Indian Health Service, and the U.S. Department of Health and Human Services.

**Eddie J. Phillips, Jr.**, joined Rush as the University registrar in January. Phillips has oversight of all operations in the Office of the Registrar. Along with the registrar’s staff, he will play an integral role in providing vision and directing the daily operational services, such as class registration, course schedules, the annual university catalog and commencement. He is also responsible for ensuring that the University is compliant with the Family Educational Rights and Privacy Act. Phillips most recently

worked for Malcolm X College, first as a college advisor, then as the assistant director of financial aid; he ultimately spent the last several years as the registrar.

Rush’s Department of Medical/Surgical Nursing appointed **Stephanie D. Yohannan, MS, MBA, RN**, as unit director of transplant/general surgery, 9 North Atrium. Before coming to Rush, she was the clinical coordinator for a comprehensive cardiac care unit at North Shore University – Evanston.

### Kudos

**Gary Alder, DDS**, Section of Dentistry, was the keynote speaker at the opening session of the Fox River Valley Dental Association meeting on Nov. 15, 2011. He spoke on the management of the new patient experience and innovations in modern dentistry.

**Craig J. Della Valle, MD**, associate professor, Department of Orthopedic Surgery, won two of three competitive awards from the American Association of Hip and Knee Surgeons (AAHKS) during the group’s annual meeting last November. As part of a team effort with other physicians from around the country, he received the AAHKS Clinical Research Award for the paper “Diagnosing Periprosthetic Infection with C-Reactive Protein in Joint Fluid.” He also received the James R. Rand Young Investigator Award for his study “Leukocyte Esterase Reagent Strips for the Rapid Diagnosis of Periprosthetic Joint Infection.”

The *American Journal of Nursing* named “Therapeutic Activities for Children and Teens Coping with Health Issues” the book of the year in its maternal-child nursing category. **Robyn Hart, MEd**,

**CCLS**, director, Child Life Services, is one of the book’s co-authors.

Health and Human Services Secretary Kathleen Sebelius has appointed three new members, including Rush alumnus **Courtney H. Lyder, ND**, to the National Advisory Council for Nursing Research (NACNR). The NACNR is the principal advisory board for National Institute of Nursing Research. Council members are drawn from the scientific and lay communities, representing a diverse perspective from the fields of nursing, public and health policy, law and economics.

**Kimberly Smith, MD, MPH**, associate professor of medicine, Section of Infectious Diseases, received the 2011 HIV Clinical Educator Award from the HIV Medicine Association (HIVMA) for her achievement in the area of HIV clinical care and provider education. Smith created a monthly forum in Chicago to update community-based medical providers on the latest advances in HIV treatment.

In her role as a presidential appointee to the Federal Advisory Group on Prevention, Health Promotion, and Integrative and Public Health, **Susan Swider, PhD, APHN-BC**, professor, College of Nursing, participated in the group’s first regional meeting with U.S. Surgeon General Regina Benjamin, MD, to begin work to implement a national prevention strategy at the regional level. Swider and fellow advisory group members met with the Surgeon General in Chicago in December to collaborate on and discuss the national prevention strategy. This strategy, with input from the advisory group, was designed as a comprehensive plan that will help increase the number of Americans who are healthy at every stage of life, and that

recognizes that good health comes not just from receiving quality medical care but from stopping disease before it starts. Five Rush University students were able to attend the meeting introducing the national prevention strategy in Chicago: Robert Trevino and Vanessa Archil (medicine); Katie Tomarelli and DeShuna Dickens (nursing); and Anne Hazard (health systems management).

**Nikhil Verma, MD**, sports medicine specialist and associate professor, Department of Orthopedic Surgery, recently was elected as a member of the American Shoulder and Elbow (ASES) Association, a society made up of leading national and international orthopedic surgeons who specialize in shoulder and elbow surgery. ASES membership is by invitation only; there are 347 members nationally.

Recently, results from four groups of researchers at Rush were published in either *Science* or *Nature* scientific journal. This accomplishment is unprecedented at Rush and promises to increase Rush’s reputation for research excellence worldwide. The authors of the four studies and their findings are as follows:

- **Thomas DeCoursey, PhD**, professor, Department of Molecular Biophysics and Physiology, and colleagues in the department presented new insights into the mechanism of how the channel functions within cells. *Nature* published the study online in October.
- **Jeff Kordower, PhD**, the Jean Schweppe Armour Professor of Neurological Sciences and director of the Rush Research Center for Brain Repair, in collaboration with researchers at Memorial Sloan-Kettering Cancer Center in New York, reported a significant advancement in a potential form

of stem cell therapy. The study focused on human pluripotent stem cells (PSCs), a promising source of cells for use in regenerative medicine. *Nature* published the study online in November.

- **Joshua Jacobs, MD**, the William A. Hark, MD/Susanne G. Swift Professor and chairman, Department of Orthopedic Surgery, and **Markus Wimmer, MD**, associate professor, Department of Orthopedic Surgery, along with researchers from Northwestern University and the University of Duisburg-Essen in Germany, presented findings about the human body’s response to friction in metal-on-metal implants used in hip replacement surgery. The study was published in the Dec. 23 issue of *Science*.
- **David Bennett, MD**, the Robert C. Borwell Professor of Neurological Sciences and director of the Rush Alzheimer’s Disease Center, and **Denis Evans, MD**, section director, Section of Epidemiology, Alla V. and Solomon Jesmer Professor of Medicine, were part of a team that examined the toxicity of a peptide known to be an important contributor to Alzheimer’s disease. The results were published in *Science* in October.

StudentAdvisor.com named **Rush University** a top 100 social media college in October. The ranking compares more than 6,000 colleges and universities and post-secondary schools in the country in terms of their mastery of public social media methods, tools and websites. Rush University was noted for its virtual campus tour that lets prospective students apply directly to the school while online. To learn more, visit [www.rushu.rush.edu](http://www.rushu.rush.edu). •

To read more People News, please visit [www.inside.rush.edu](http://www.inside.rush.edu).



# News Briefs

## RUSH OPENS HEALTH CLINIC FOR YOUNG WOMEN

The Rush University College of Nursing recently opened a health center at the Chicago Public Schools' (CPS) Simpson Academy for Young Women, which educates pregnant women and young mothers. It is the college's third school-based health center.

To mark the opening, a ribbon-cutting ceremony was held Friday, Jan. 27, at Simpson Academy, which is located at 1321 S. Paulina, a few blocks south of the Rush campus. Attendees included Rush CEO Larry J. Goodman, MD; CPS CEO Jean-Claude Brizard; Cook County Commissioner Robert Steele; Simpson Academy Principal Joi Kidd-Stamps; 27th Ward Alderman Walter Burnett; 2nd Ward Alderman Robert Fioretti; Melanie Dreher, PhD, RN, FAAN, dean, Rush University College of Nursing; Marilyn Wideman, DNP, RN, assistant professor and director, faculty practice, College of Nursing; and others.

The Simpson Academy is a small school serving grades six to 12 that accepts students from throughout Chicago. Nurse practitioners from Rush and students from the College of Nursing provide on-site health and educational services. They also provide services for infants at a day care center at the school. The center's aim is to help mothers and expectant mothers remain focused on schoolwork.

"This special health service provides an additional type of support to keep these girls on a solid academic track," says Sally Lemke, RN, an instructor at the College of Nursing and the center's lead health care provider. "Many of the girls were missing school because of prenatal visits or physical complaints related to their pregnancies. Our hope is to increase the attendance rates."

The center's health services include primary care, prenatal care, school and sports physicals and contraceptive services. There is also a psychiatric mental health nurse practitioner to provide one-on-one and group sessions with students. A family nurse practitioner provides infants with well-child care, urgent care and immunizations, among other services.

"We anticipate that the addition of a comprehensive set of health services to the students attending Simpson Academy for Young Women will address barriers to learning and promote school attendance, as well as student behavior and engagement," says Richard G. Smith, chief officer for the Office of Special Education and Supports at Chicago Public Schools. "Together, with strong instructional practices and clinical and related services, we believe that these supports will assist the students in being successful."

*From left to right: Melaine Dreher, PhD, RN, FAAN; Marilyn Wideman, DNP, RN; State Representative Derrick Smith; Ald. Walter Burnett Jr.; Larry J. Goodman, MD; Jean-Claude Brizard; Simpson student Deborah Smiley; Joi Kidd-Stamps; Ald. Robert Fioretti; State Senator Annazette Collins; and Yvette Clinton.*



## NOMINATE SOMEONE FOR A WOW AWARD

The WOW Award recognizes an individual Rush employee, physician, student, volunteer or team for an exemplary act of caring and kindness or an outstanding demonstration of the I CARE values (innovation, collaboration, accountability, respect and excellence). Anyone can nominate someone for a WOW Award. (Please limit team nominations to nine members or less.) If your nominee is chosen, you will receive a pair of free movie tickets.



To nominate someone, please provide the name, employee number, title and phone extension for yourself, the nominee and the nominee's manager, as well as a description of the outstanding act of caring or kindness (please include specific dates, actions or statements by the nominee). You may also want to include any specific I CARE values that the nominee demonstrated.

Submit the nomination information by faxing it to Marva Jones-Hoover at ext. 2-5839 or emailing it to [wow\\_award@rush.edu](mailto:wow_award@rush.edu).

## FOOD SERVICE IN THE TOWER: WHAT YOU CAN EXPECT

The opening of the Tower brings with it changes to how nearly every area of patient services works, and food and nutrition services is no exception. New galley kitchens, Café 7 and the assistance of robots all will enhance food service for Rush patients and staff.

The patient care units welcome patient food service assistants (PFSAs) to the patient floors in the Tower. PFSAs will be working with dietitians, diet technicians and other members of the health care team to help meet patients' nutritional wants and needs. The Tower also includes galley units on floors 10, 12, 13 and 14, which are used to prepare hot food for patients between meals. There, PFSAs are able to prepare late trays for patients who aren't in their rooms at meal service time because of tests or procedures. The PFSA is also able to prepare an alternate food item, such as a bowl of soup,

for patients who don't feel up to eating the regular meal.

The newest members of the food service staff are robotic carts, known as automated guided vehicles (AGVs). Patient meal tray carts ride on the AGVs from the central kitchen in the sub-basement of the Atrium Building all the way to the patient units in the Tower.

The Tower also includes Café 7, a staff-only area on the seventh floor where employees can enjoy a meal or break. The café offers grab-and-go salads and sandwiches, hot entrees, soups, and specialty coffee drinks, smoothies and milkshakes. The Café is open Monday through Friday from 6:30 a.m. to 7 p.m. Food service establishments, including the cafeteria and In-A-Rush on the second floor of the Armour Academic Center, and Remedies on the first floor of the Jelke Building still are available for other dining options.



*Likithia Shannon, a patient food service assistant, delivers a meal to a patient in the Tower.*

"Although much is new in the Tower, food and nutrition services staff will provide the same great food and services to ensure a positive and healthful experience for patients, visitors, volunteers, students and employees," says Mary Gregoire, PhD, RD, director, food and nutrition services. •

## RUSH HOSTS VISITS FROM SENATOR DURBIN AND FORMER MAYOR DALEY

United States Sen. Dick Durbin of Illinois and former Chicago Mayor Richard M. Daley made separate visits to Rush in January to see the Tower for the first time.

On Jan. 12, Sen. Durbin received a tour of the new hospital from Larry J. Goodman, MD, Rush CEO, Richard M. Jaffee, chairman of the Rush Board of Trustees, and Dino Rumoro, DO, chairperson of the Department of Emergency Medicine.

Durbin's tour included stops throughout the 14-story Tower, but he was particularly excited to see the new Robert R. McCormick Foundation Center for Advanced Emergency Response. The senator's steadfast support over the past decade has been instrumental in funding training and equipment for the center, which encompasses the emergency department.

Daley visited the Tower on Jan. 9, receiving a tour of the new hospital from Goodman and President and Chief Operating Officer Peter Butler.

The former mayor saw the Tower from top to bottom: He was shown patient rooms in the Herb Family Acute and Critical Care Tower; received a presentation about the interventional platform from Scott Sonnenschein, vice president, hospital operations; took in the spectacular view of the city's skyline from the ninth floor employee outdoor garden; visited the new emergency department; and marveled at the automated guided vehicles in the building's basement.



*Left to right: Richard M. Jaffee, Larry J. Goodman, MD, and Sen. Dick Durbin in the Edward A. Brennan Entry Pavilion*



*Left to right: Larry J. Goodman, Richard M. Daley, Terry Peterson, vice president, government affairs, Peter Butler and Scott Sonnenschein in the Tower's interventional platform*

Daley, who completed his 18 years as mayor in 2011, was a major supporter of Rush's transformation during his time in office.

## YOUNG-ONSET ALZHEIMER'S SUPPORT GROUP MEETS MONTHLY

Individuals and their family members who are living with young-onset Alzheimer's disease are invited to a support group that meets monthly. A pre-screening is required. Contact Susan Frick for a screening at (312) 942-5359. More information about the group is available by visiting [www.rush.edu](http://www.rush.edu).





# NEWSrounds

## ANATOMY LAB FIELD TRIPS CAPTIVATE AND EDUCATE

Nearly two dozen high school students are circled around an examination table in Rush's human anatomy lab as James Williams, PhD, the lab's director, removes a large mass from a human cadaver and holds it up in his blue surgical-gloved hand.

It's a fatty tumor, a benign growth the size and shape of a small football. After the students pass around the tumor to examine it, Williams has several of them take turns cutting it open with a scalpel.

"Now we've discovered something," Williams announces in a deep, softly growling voice, his light drawl reflecting his Oklahoma upbringing. "This is fat, fat, fat, but at the center, there's a kidney that had died. It was way too small to do anything. Kidneys are normally surrounded by fat, but the extra fat here may have formed to protect it when it became damaged."

### A Popular Destination

These sorts of lessons are common in the human anatomy lab, located behind a locked door in Armour Academic Center. The 34 human cadavers currently lying on tables in the lab's three adjoining rooms are the remains of people who arranged with the Anatomical Gift Association of Illinois (AGAI) to have their bodies donated to science after their death. Provided on loan from the AGAI, the cadavers are used primarily to teach the human anatomy course for first-year Rush Medical College students, but they also are part of the curriculum for

a wide variety of other Rush University academic programs, including physician assistant, speech pathology and audiology classes.

"Anyone who's a student here, we try to get them here at least once," says Anthony Serici, laboratory coordinator.

In recent years, the lab also has become a popular destination for area high school classes. An average of one class a week, drawn from the suburbs and city schools near Rush, visit the lab. It also hosts college students, including the anatomy and physiology class at neighboring Malcolm X College.

"I saw an opportunity when I took over," says Williams, who is a professor of anatomy and cell biology and has been the lab's director since 2004. "We just started opening our doors. We saw kids learning and enjoying themselves. We saw they could deal with handling a cadaver."

### Dramatic Touches

On this Tuesday morning in late February, the lab is hosting 86 students enrolled in either the medical career or sports medicine class at York Community High School in Elmhurst. Coincidentally, Williams lives in Elmhurst, a western suburb — his children went to York, and one of the students visiting the lab lives on his block.

Williams began the visit with an opening talk in which he told the students that taking a college anatomy class was one of the two most important experiences in his life (the other was meeting his wife). He then instructed the students to unzip the body bags containing the cadavers and begin

examining them — a prospect that's caused understandable nervousness in some students.

"All right, we're doing it. Oh man," one young man says, rocking back and forth on his heels but not quite able to bring himself to start unzipping the bag. During the course of the morning, the joking and trash-talking of the male students suggest they're considerably more nervous than their female classmates, who go about their business with quiet concentration and no evident squeamishness. It probably helps that the cadavers' faces are kept covered in a show of respect.

Wearing yellow surgical gowns and blue gloves given to them on their arrival, the students look over the cadavers, guided by three York teachers and an Elmhurst veterinarian who's volunteered his assistance. Williams makes the rounds from table to table, making observations, asking questions, giving the students opportunities to try their hand at suturing shut an incision in a cadaver.

"He had diabetes," he declares, pointing out a color change in a cadaver's liver and fingers. "This is an unusually large heart," he says as students at another table pass around the organ. "Your heart should be the size of your fist."

Tall, white-haired, goateed and dressed in hot pink scrubs, Williams is a commanding presence, and his presentations combine a sense of drama, sensitivity and humor. "We took his rib cage out and saw this, and we thought, 'my goodness, this guy grew a second set of ribs,' he



Left to right: James Williams, PhD, shows an organ to York Community High School students Glenn Miller and Alexander Carson.

says, pointing to something shielding the chest cavity. He then reveals that it's actually the outer lining of a lung that was inflamed by asbestos.

### Lifetime Lessons

For the students, who are considering various careers in the health sciences, the look into the human body is a revelation. "We learn about individual systems, then you come here, you can see it all together," says Natalie Heinle, a senior who will be attending Michigan State University in the fall and plans to major in nursing.

"They learn from models, but to actually be able to see it up close in a real body increases their knowledge of anatomy. They're able to pick out things that aren't normal and wouldn't be in the models," says Kathy Van Hoeck, a York science teacher.

About 90 minutes after their arrival, the students shed their gowns and head back to the bus that will return

them to school. "If we see each other in Elmhurst, say hello," Williams calls to them as they depart.

Williams regards these visits, particularly by classes from schools near the Medical Center, as both a form of community service and an extension of Rush's educational mission. "We need to let people in our community know we care about them in an educational way," he says. "We have smart kids who need someone to show them the way and say, 'yes, you can do this. You don't have to be a doctor or nurse, but it's achievable.'"

He knows full well the impact such a visit can have. "Believe me," Williams says, "these kids will be talking about this forever."

For more information about the anatomy lab, please visit [www.rushu.rush.edu](http://www.rushu.rush.edu).

The number of bodies donated to science has been decreasing over the past 10 years. For more information, please visit [www.agallinois.org](http://www.agallinois.org).

## DIVERSITY WEEK PROMOTES INCLUSION

Presentations, a fair, games, and lunch and learn sessions all were part of Rush's annual diversity week, which took place Feb. 6 through 9. The events explored diversity issues such as how to connect with patients and co-workers who have different backgrounds and lifestyles; working in health care as a member of the lesbian, gay, bisexual and transgender (LGBT) community; and recruiting culturally diverse nursing students. Each event challenged attendees to think about diversity and their interactions with each other in caring, compassionate ways, and allowed them to share their own experiences as well.

"Diversity week gives people at Rush an opportunity to meet folks they wouldn't

ordinarily encounter in the course of their work day and to learn something more about people who are different from them," says Paula Brown, manager of the Office for Equal Opportunity and member of Rush's Diversity Leadership Group. "We learned, asked, accepted and celebrated ourselves and others."

About 450 people attended the events. Diversity week was sponsored by the Diversity Leadership Group, Rush Pride, the Rush University College of Nursing, the Office for Equal Opportunity and the Employee and Organizational Development Department.

For more information about diversity at Rush, please visit the Rush Diversity Leadership Group site at <http://iris.rush.edu/diversity>.

**Top left:** Beverly Huckman, associate vice president for equal opportunity (right), speaks with Rush Board of Trustees member Marca Bristo (left) after Huckman received this year's J. Robert Clapp, Jr. Rush Diversity Leadership Award. Huckman has championed the Medical Center's efforts with regard to diversity, equal opportunity, affirmative action and inclusiveness throughout her 38-year career at Rush.

**Top right:** Health care consultant and best-selling author Quint Studer speaks as part of the Clapp award ceremony.

**Bottom:** A panel made up of faculty members and clinicians discussed their experiences being LGBT and working in health care. Speakers talked about the culture of inclusion and acceptance of diverse lifestyles and values being an important reason they chose Rush as an employer or school. Left to right: Martin Gorbien, MD, director, Section of Geriatric Medicine; Amanda Perry, fourth-year medical student; Brandon Barton, MD, assistant professor, neurology; Michael Boffa, MD, resident, internal medicine.





# CHANGE OF HEART

## New Director of Cardiac Surgery Raman Discusses Program Scope, Initiatives and Goals

Last September, Jaishankar Raman, MBBS, MMed, PhD, joined Rush as the Medical Center’s new surgical director of heart transplant and chief of the Section of Cardiac Surgery in the Department of Cardiovascular-Thoracic Surgery. Raman — who attended medical school in his native India and received surgical training and his PhD in Australia — came to Rush after nine years at the University of Chicago Medical Center, where he was a professor of surgery and cardiothoracic surgery and director of adult cardiac surgery. An internationally recognized leader in cardiac and thoracic surgery who has pioneered numerous new surgical procedures, Raman spoke to *NewsRounds* about the expansion of Rush’s cardiac surgery program since his arrival, innovations in cardiac surgery and his vision of making the Medical Center a national leader in minimally invasive cardiac surgery.

**NewsRounds:** Why did you decide to leave the University of Chicago (U of C) Medical Center and come to Rush?

**Raman:** Rush is providing the opportunity to build a clinical program that could have a lasting legacy. One of the fortunate by-products of my stay at U of C was that I was able to develop expertise in minimally invasive surgery, the largest amount of experience of anyone in the region. One reason to come here was to try to expand that whole area and to help make Rush a regional center for minimally invasive surgery.

**NewsRounds:** What kinds of procedures does cardiac surgery encompass?

**Raman:** It includes all the surgery on the heart — bypasses, valve replacements, valve repairs and transplants. The heart is

a muscular pump with valves in it that has a blood supply. It has big blood vessels coming in and out of it, and it’s got an electrical system. If there are problems with the vessels that come in and out of it, we fix those. If we have to work on aortic aneurysms [bulging or ballooning of the aorta], we do that. If the valves are abnormal or leaking, we repair them. If there are abnormalities of the rhythm, we treat them. If there are problems with the rib cage, we do things to get the bone to heal better. If the pump is not working, we use a ventricular assist device, which is like an artificial heart, and failing that, we may perform a transplant.

**NewsRounds:** How does the opening of the Tower support what you’re trying to accomplish?

**Raman:** Minimally invasive surgery is almost like a solo operation, because the room the surgeon has to work in is so limited. In each of the Tower operating rooms (ORs), however, we have these big, beautiful monitors. On one, we can show the image from a small video camera that’s mounted to a band around my head. On another, you can have the images from an echocardiograph, and on a third screen you can have the overhead camera. Everyone working in the OR knows what’s going on, and therefore there’s a lot more inclusiveness and participation.

**NewsRounds:** How many patients is the cardiac surgery program treating?

**Raman:** We’ve tripled the volume in the past few months, and I hope it continues to grow that way.

**NewsRounds:** How have you expanded the program so rapidly?

**Raman:** We’ve lowered the risk profile for minimally invasive procedures, so we’re able to use them to treat lower risk patients as well as high risk patients who might not survive open chest surgery. With my being here and the recent addition of Dr. Malyala, [Raja Malyala, MD, assistant professor of cardiovascular-thoracic surgery] and Greg Stephenson, a cardiovascular physician’s assistant, we have augmented the operating staff. We now are also able to treat heart failure with ventricular assist devices and heart transplantation. That opens up a whole pool of patients that were not being served here for a while.

**NewsRounds:** In addition to resuming the heart transplant program, what other changes have you implemented since arriving at Rush?

**Raman:** We instituted multidisciplinary rounds in the ICU. We do it twice a day.



Jaishankar Raman, MBBS, MMed, PhD, in his office and performing surgery



Critical care, anesthesia, cardiology and cardiovascular surgery, nutrition, respiratory therapy and pharmacy — all the different people who participate in patient care weigh in. That’s helped with postoperative care for these complex patients.

We’ve also started using some newer pumps for supporting the heart. That required training for the perfusionists and for nurses in the ICU. For patients with kidney dysfunction, we work with the nephrology team to use a gentler form of dialysis called continuous veno-venous hemofiltration.

**NewsRounds:** You mentioned that you’re treating lower risk patients with minimally invasive techniques. Tell us more about it.

**Raman:** When cardiac surgery first became a specialty in the 1950s, the traditional approach to most heart surgery was a big incision down the middle of the chest, through the breast bone, which is called sternotomy. That procedure was popularized by Dr. Ormand Julian, who at the time was a senior surgeon at Rush.

After the surgery was done, the breast bone was always lashed together with wire. That is still the accepted norm all over the world. One of my contributions is to see how we can use metal plates and screws to fix the bone back together. If you lash the bone together with wire, it still moves a little, so it takes a long time to heal. With plates, the bone doesn’t move and the healing is more effective.

Wires don’t work well with minimally invasive chest surgery, which has prevented surgeons from performing it widely. Now we’re able to use less invasive approaches because of these plating techniques. We started doing minimally invasive surgery in the extremely high risk patient population, where any other approach would be deemed too dangerous, and then brought down the risk profile significantly.

**NewsRounds:** What are your future goals for the program?

**Raman:** I want to make this a premier center for heart surgery, focusing significantly on two areas: minimally invasive aspects of all heart surgery and innovative therapies for heart failure and transplantation.

From a research point of view, one of the big black holes in our understanding of the heart is what we call diastolic dysfunction. Most of our therapies are aimed at systolic function, which is the phase of contraction. Therefore, we look at abnormalities of the heart contracting, but half of the cardiac cycle is the heart expanding to receive blood, which is called the diastolic phase. Since it is not as visually obvious, we don’t know how to measure it, and we don’t know how to treat it when it goes wrong. This is something that affects all of us as we get older, and I want to build a research group that looks at it specifically.

I also want to build a tissue bank for heart to look for molecular, biological markers for heart failure and abnormalities. We’re working on it with Kevin Zhang, MD, PhD, the new head of pharmacology.

The other thing we’re looking at are new ways of assessing risk. Historically, to predict risk after cardiac surgery you take a big sample of patients and look at the average outcomes and standard deviations from them. I collaborate with a researchers at Northwestern University in their super-computing lab, where we use data mining techniques [computer analysis that discovers patterns in large amounts of data] to examine 100 or 1,000 different risk parameters. You can obtain much better risk predictors of whether or not to perform a certain procedure.

**NewsRounds:** You’re obviously very passionate about your work. Why did you decide to specialize in heart surgery?

**Raman:** When I finished medical school, I thought I wanted to be a plastic surgeon. Early on I got a chance to do a lot of micro-surgery [a common technique in plastic surgery], but I found it to be very boring and very repetitive. Then, while I was exploring jobs in Sydney, Australia, and I observed cardiac surgery — a beating heart that was being operated on. I’d never seen it before, and it was very compelling. It was love at first sight. •

## NEWSrounds

April 2012

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Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

# RUSH NURSE RECEIVES HERO’S WELCOME BACK

Doctors, nurses and staff at Rush gave a surprise hero’s welcome for U.S. Army Captain Sherry Hedge, RN, an emergency room nurse who was deployed to Afghanistan in April 2010 and recently returned to work at the Medical Center after a two-year leave. On Friday, March 16, her second day back at work, Hedge was brought from the emergency department to the front entrance of the Tower, for a surprise welcome back celebration. As part of the reception, the Warriors Watch riders, a volunteer troop support group, led City of Chicago fire and police vehicles in driving by to help welcome Hedge back to work.

Hedge worked in the emergency department at Rush for more than 10 years, before joining the U.S. Army shortly after the Sept. 11 terrorist attacks. During two tours of duty in Afghanistan, she worked on the mobile surgical unit and cared for the infantry unit on the front line. Hedge was injured during her second deployment while jumping out of helicopters to assist wounded soldiers and underwent two knee surgeries and physical therapy.

“It was a nice welcome home,” Hedge says. “It was nice to be recognized and see people supporting what the troops do overseas.”



Sherry Hedge, RN, (center) is welcomed back to work at Rush.



# THE TOWER HELPS REJUVENATE THE COMMUNITY

The recent opening of the Tower is a landmark event, not only for the Medical Center, but for the surrounding community as well. The Tower's opening and the rest of the Rush Transformation embody the rejuvenation of Chicago's West Side. Over the past few decades, Rush has played an important role in the West Side's steady emergence.

Even as two other medical centers moved away from the neighborhood in the 1970s, Rush upheld its commitment to the area by investing in new facilities. They included the Armour Academic Center, which opened in 1976, and the Atrium Building, which opened in 1982. Over the following years, the West Side began to flourish as other new and refurbished buildings, including offices and condos, appeared in the area.

In 2006, Rush reaffirmed its commitment to the community. It launched the Rush Transformation, a 10-year redevelopment project to redesign and reorient the campus and the way Rush provides medical care. The project involves new and renovated buildings designed to better support patient needs, as well as advanced technology intended to improve the quality, safety and efficiency of patient care.

## Providing Opportunities

Another major part of the Rush Transformation — less visible than the new construction but no less important — is the creation of opportunities for area residents. With more than 8,000 employees, Rush is the largest nongovernmental employer on the West Side. From the beginning, Rush leadership conceived the transformation as a way to rejuvenate not only the campus but also the lives of people who lived around it.

To achieve this aim, the Medical Center has been collaborating with local leaders and institutions to ensure that residents have the skills to establish promising careers — and to keep the West Side prospering long into the future.

For example, as part of an agreement between Rush and Malcolm X College, Rush University faculty members help the college develop its health sciences programs, and the Medical Center provides clinical training opportunities for students in those programs. Rush also hosts an annual job fair at the college, where it identifies, and often hires, neighborhood talent.

Such talent gets applied in a variety of clinical and nonclinical settings. For instance, to help build the Tower, Rush recruited and helped provide training for construction workers from the area. Rush also encouraged each of the contractors working on the transformation to hire a designated number of community residents.

"The transformation of the Rush campus is more than just a massive construction project," explains Larry Goodman, MD, Rush CEO. "It's an opportunity to redesign the Medical Center around the people already at the center of everything we do: our patients, their families and our community."

## Working Toward the Future

With some components of the transformation project still to come, Rush will keep calling on workers from the community to help drive the ongoing rejuvenation of the Medical Center and the surrounding neighborhoods.

"That's what will have the most lasting impact on the community," says Terry Peterson, MPA, vice president for corporate and external affairs at Rush. "The new hospital building is beautiful and is an amazing resource.



*Marquis Clemons, concrete project engineer, Sachi Construction, Inc., learned about the transformation project from Alderman Walter Burnett Jr. He soon enrolled in a program at Dawson Technical Institute — part of Kennedy-King College on the South Side of Chicago — to obtain the skills needed to work on construction projects and began working on the Tower in 2008.*

But if you can provide people with training and a stable career path with a steady income — something that can help them give their kids more opportunities or move from renting to home ownership — those things will ensure the West Side thrives for years to come." •

## •••• People News

### Appointments

Rush has appointed **Janis Anfossi, JD, MPH, RN**, as associate vice president for corporate compliance. Anfossi already

serves as the privacy and security officer for the Health Insurance Portability and Accountability Act and as the director of the corporate compliance program at the Medical Center.

Rush has appointed **Stacey Bogumil** as assistant vice president, total rewards-compensation and human resource information systems. Before joining Rush, Bogumil worked at Schawk, Inc., a digital marketing and media company, where she held the position of vice president, global total rewards.

Rush has appointed **Jamie Hinton** as director of quality improvement. Hinton has been at Rush since April 2010 as a performance improvement consultant. In addition to leading process improvement projects, she has been instrumental in the development of the transplant quality infrastructure

to help meet various regulatory standards. In her new role she will have oversight of quality and accreditation.

Rush has appointed **Joseph M. Maurice, MD**, as director of the Section of Gynecology and director of minimally invasive gynecologic surgery.

Maurice had been an assistant professor in the Department of Obstetrics and Gynecology since 2008, and also served as director of minimally invasive and robotic gynecologic surgery with Swedish Covenant Medical Associates from 2010 to 2011.

Rush has appointed **Sandra McFolling, MS, RN**, as hospital system director for case management. This position is an expansion of McFolling's prior role as director of case management at the Medical Center to include leadership responsibilities for case management at Rush Oak Park Hospital. McFolling has spent nearly all of her 35-year career at Rush. As director of case management, a position she's held since 2007, McFolling oversees case management, clinical/financial outcome management, quality performance and clinical

documentation improvement and transitions.

Rush has appointed **Melinda Noonan, DNP, RN**, as assistant vice president, hospital operations, and director of Rush Children's Hospital. Noonan has

more than 30 years of proven leadership experience in health care operations and administration, including extensive expertise in areas of women's and children's services, program development and clinical operations leadership. She joined Rush in 2007 as director, nursing operations, and has been responsible for patient placement, the Rush Transfer Center, specialty nursing consultative services, advance practice nurse credentialing and privileging, the intravenous access team and unit clerical support.

Rush has appointed **Srikumar Pillai, MD**, as director of the Section of Pediatric Surgery, pediatric surgeon and associate professor in the Department of General Surgery. Before joining Rush, Pillai was the chief of pediatric surgery at Jeff Gordon Children's Hospital

in Concord, N.C. and chief of the Division of Pediatric Surgery at John H. Stroger, Jr. Hospital of Cook County.

Rush has appointed **Karen L. Tertell** as director of the Johnston R. Bowman (JRB) Residential Services. Prior to this appointment, Tertell was the coordinator of accreditation and licensure in Rush's Quality Improvement Department. She began her career at Rush in 1981 and from 1988 to 2002 worked in various roles for the Joint Commission, including her position as the associate director of surveyor training. As director of the residential services, she is responsible for operational, supervisory and administrative functions of the residential apartments and JRB information desk.

### Kudos

The National Sleep Foundation honored **Charmane Eastman, PhD**, director, Biological Rhythms Research Lab and professor, Department of Behavioral Sciences, during its annual meeting in Washington, D.C. on March 2. She received the "Excellence in Applied Circadian Rhythm Research Award."

**Sivadasan Kanangat, PhD**, director of the HLA Laboratory in the Molecular Diagnostics Section of the Department of Pathology, passed a major certification exam

for histocompatibility directors last fall. He is now a Diplomate of the American Board of Histocompatibility and Immunogenetics. There are fewer than 200 directors with this certification in the country. Kanangat is also accredited by the Director Credentials Review Committee of the American Society for Histocompatibility and Immunogenetics.

**Dianne Meyer, PhD**, chairperson, Department of Communications Disorders and Sciences, published her article "Speech-Language Pathology in China: Challenges and Opportunities" last November in *The ASHA Leader*, a publication of the American Speech-Language-Hearing Association.

**Katie Tomarelli, RN2**, rehabilitation, Johnston R. Bowman Health Center, visited the United Nations (UN) in New York in late February for meetings with the Commission on the Status of Women (CSW). Tomarelli was one of 20 female students chosen from across the country to participate in the practicum, which offers students an opportunity to observe how the UN works to address issues requiring multilateral engagement and coordinated action. The CSW focuses on gender equality and the advancement of women, with the UN drawing representatives of governments in order to address the problems facing women around the world. •

*To read more People News, please visit <http://inside.rush.edu>.*



# News Briefs

## COMMUNITY PROGRAMS

### Treatments and Research for Epilepsy

Thursday, April 26, 6 to 8 p.m.

Armour Academic Center, Room 976

Join experts from Rush to learn about treatments for and research on epilepsy. The Rush Epilepsy Center evaluates, diagnoses and treats adults and children with all forms of epilepsy, as well as people experiencing frequent spells that may be epilepsy. The program offers comprehensive inpatient and outpatient services, and provides patients with a full range of medical and surgical treatment options, including investigative therapies and approaches that are not widely available. To register or for more information, please call (888) 352-RUSH (7874) or visit [www.rush.edu/events](http://www.rush.edu/events).

## MATCH DAY MOVES STUDENTS

Cheers, hugs and tears of joy marked Match Day as fourth-year Rush Medical College students learned where they will receive their residency training on Friday, March 16. The anxious students gathered at Sessions House, and at 11 a.m. they joined the medical students across the United States simultaneously opening envelopes containing their residency assignments.

In all, 134 Rush students were matched with residency programs in 22 specialties at 79 institutions. The hospitals where Rush students matched included the Cleveland Clinic, Duke University Medical Center and Johns Hopkins Hospital, and 25 students will be residents at Rush.

Residency assignments are determined by the National Residency Matching Program, which matches fourth-year students at medical schools throughout the United States with residency programs based on the students' and programs' rankings of their preferred selections.

Match Day takes place on the same day at all medical schools nationwide. It is the conclusion of a process that begins in the fall when senior medical students apply to residency programs through a nationally computerized system. After interviewing at prospective programs, students electronically rank the programs in their order of preference.

"I'm really excited right now. This is the culmination of so many years of work," said Christine Jensen, who will be a resident in pediatrics at Rush, her first choice. "When I finally had the letter in hand, it really dawned on me that this is it. This is the day I've been working toward."

Depending on a student's chosen specialty, a residency will last from three to six years and will lead to eligibility for board certification in a primary care or medical or surgical specialty. The residency is composed almost entirely of the care of hospitalized or clinic patients with supervision by more senior physicians.

*A Rush Medical College student hugs his companion after receiving his residency assignment on Match Day.*



## TOWER'S QUIET SPACES PROVIDE CALMING ATMOSPHERE

Rush's new hospital was designed to provide quiet spaces where patients, visitors and people who work at Rush can take time to calm and focus themselves.

Quiet spaces for the public include the following:

- The Shirley and Richard Jaffee Family Garden, located on the Tower's fourth floor, was created with patients and visitors specifically in mind, allowing them to go outside and enjoy the fresh air. To avoid an influx of birds in the garden, food is not permitted.
- The seating area located on the north side walkway between the Tower and the Atrium Building, referred to as the **Quiet Area**, offers patients and their families another retreat from the hustle and bustle of the hospital environment. This area was deliberately positioned in a low-traffic area away from the main activity of the fourth floor and offers comfortable furniture so that family members can enjoy privacy. It is intended for patients and families only.

"These are places for our patients and visitors to get away and quietly be with their thoughts," says LaToya Artis, project manager, Office of Transformation. "They give people a chance to regroup, especially if they've just received difficult news about a loved one."

Quiet spaces for employees include the following:

- Employees who are looking for a calm setting to sit and relax can take advantage of the **Cary Garden**. This rooftop garden on the ninth floor is available 24 hours a day, seven days a week exclusively to people who work at Rush. Benches situated throughout the garden allow employees to take in the impressive views of the city. To avoid an influx of birds in the garden, food is not permitted.
- Clinical staff can also find calm in one of the six **respite rooms** located throughout the Tower, which feature comfortable recliner chairs. "The respite rooms were designed as a place for those who work with patients to decompress," Artis says. "Staff can take a few minutes to rest and regroup. They're great places for a break during a hectic day."

The quiet spaces in the Tower reflect Rush's efforts to make sure the new hospital enhances the patient and visitor experience while optimizing care.

"A lot of thought has gone into designing these areas, down to the last detail," Artis says. "We hope they will help our patients, visitors and the people who work at Rush to meet the challenges of dealing with serious illness with calm, clear minds."

*To learn more about the Tower's features, visit [transforming.rush.edu](http://transforming.rush.edu).*



*Fourth floor Quiet Area*



*Cary Garden*



*Shirley and Richard Jaffee Family Garden*



*One of the Tower's six respite rooms*

## 175TH ANNIVERSARY PARTY CELEBRATES RUSH'S HISTORY

Rush marked its 175th anniversary with speakers, songs, birthday cake and even trading cards. The celebration took place March 2, 175 years to the day in 1837 that the charter establishing Rush Medical College was signed, and two days before the city of Chicago itself was incorporated.

"It's considered the founding of Rush, not just the medical college, but the entire institution," says Nathalie Wheaton, assistant archivist, Rush Archives, which sponsored the event. "It was a good occasion to celebrate Rush, what it stands for and our pride in the institution."

Fittingly, about 175 people attended the gathering, held in a conference room in Armour Academic Center. Wheaton and Heather Stecklein, archivist, gave a presentation on the history of Rush from 1837 to 1942, when the medical college temporarily closed. Thomas Deutsch, MD, provost of Rush University and Henry

P. Russe, MD, Dean of Rush Medical College, followed, speaking from his perspective as a 1979 graduate of the college, which reopened in 1972.

Deutsch then cut a birthday cake in the shape of the first medical college building as the Rush Choir, an a cappella group consisting of Rush University students, sang "Good Old Rush," a song taken from the medical college's 1894 yearbook.

During the celebration, people also had the opportunity to learn more about Rush's history by browsing a display of archival material. In addition, the Rush archivists handed out trading cards created for the occasion, which featured historic photographs and illustrations taken from books in the archives' collection.

Those books are among the materials that can be viewed online in their digital collections, which also include class photos going back to the 1880s, scrapbooks



*Thomas Deutsch, MD, cuts the birthday cake as the Rush Choir sings during Rush's 175th anniversary celebration.*

from Rush Woman's Board fashion shows and more. These resources can be found by visiting [rushu.libguides.com/rusharchives](http://rushu.libguides.com/rusharchives).

*For more information, please contact the Rush Archives at [rush\\_archives@rush.edu](mailto:rush_archives@rush.edu) or (312) 942-7214*



# NEWSrounds

## AGREEMENT WITH UNITEDHEALTHCARE MAKES IT EASIER FOR PATIENTS TO CHOOSE RUSH

*More Than 1.2 Million UnitedHealthcare Customers Now Can Have Care at Rush Covered*

Rush recently reached an agreement with the insurance company UnitedHealthcare to include the hospitals and physicians within the Rush System for Health in UnitedHealthcare's managed care network. This agreement means that the 1.2 million people in Illinois — including more than 900,000 people in the Chicago area — insured through UnitedHealthcare now can have their care covered if they receive it from Rush System for Health hospitals and physicians.

The three-year agreement, which took effect on May 1, marks the first time since December 2000 that Rush has been part of UnitedHealthcare's network. The agreement includes Rush University Medical Center, Rush Oak Park Hospital and the 780 physicians on their medical staffs who are members of Rush Health, Rush's physician network. Two affiliated hospitals, Rush-Copley Medical Center in Aurora and Riverside Medical Center in Kankakee and their

employed physicians also are included in the agreement.

"Prior to the agreement, many patients with UnitedHealthcare had chosen to receive their care at Rush even though it cost them more to do so. Many more patients with UnitedHealthcare insurance chose to seek care elsewhere, even though they preferred Rush," says Brent Estes, president and CEO, Rush Health and vice president, Rush System for Health. "This new agreement will benefit our existing UnitedHealthcare patients and will remove the financial barriers



*Dianne Kelly, RN, BSN, clinical nurse II, surgical intensive care unit, cares for a patient.*

that have been problematic for other patients." "We expect the number of these patients to grow steadily as people who are insured by

UnitedHealthcare become more aware of the fact that care at Rush is covered under their plan and of the very high level of care Rush provides," Estes says.

## FROM GREEN TO GOLD: Tower Receives High Honor for Environmental Sustainability



From the beginning, the Tower was designed not only to enhance the health of Rush patients but also to be healthy for the environment. Rush's commitment to environmental sustainability was recognized when the Tower recently received Leadership in Energy and Environmental Design (LEED) gold certification.

The U.S. Green Building Council (USGBC), a nonprofit organization, awards LEED certification to buildings with high environmental standards. LEED certification is awarded after a building opens.

The Tower received LEED gold certification, the second highest of four possible levels. It is the only full-service hospital in Chicago and the largest new construction health care facility in the world to receive gold LEED certification.

The Tower earned high marks for green design, construction and operation. The new hospital achieved LEED certification thanks to its extensive use of recycled materials, its energy- and water-saving features and other sustainable practices. Because

the Tower is a new construction project, its LEED designation also reflects environmentally sustainable steps Rush took throughout the building process as well as the sustainable features of the Tower itself.

According to the USGBC, LEED-certified buildings save money for families, businesses and taxpayers; reduce greenhouse gas emissions; and contribute to a healthier environment for residents, workers and the larger community.

"From the outset of our facilities planning, we made a commitment to sustainability because in the long run it is good for our patients, our employees and the entire community," says Peter Butler, president and chief operating officer of Rush. "We wanted to be innovative and to be prepared for the future by creating sustainable structures that would accommodate new models of care, be efficient and help achieve better outcomes."

*To learn more about Rush's commitment to the environment, go to [transforming.rush.edu](http://transforming.rush.edu) and choose "sustainability."*

*The following environmentally sustainable features are among the reasons the Tower received LEED gold designation:*

### Water Conservation

- Green roofs (partially covered with soil and plants) and indigenous landscaping slow the flow of rainwater into city storm sewers.
- The capturing of condensation, which is used to water gardens and supply makeup water for our air conditioning equipment, saves an estimated 1.3 million gallons of water a year.
- Housekeeping uses environmentally preferable products.
- Water-saving faucets and toilets use 30 percent less water than conventional plumbing. Public bathrooms use dual flush toilets.

### Energy Conservation

- Energy-efficient heating and cooling systems were installed.
- Parts of roofs not covered with vegetation are white, which reflects sunlight rather than absorbing it, requiring less energy to cool buildings.
- The hospital's butterfly shape and other design features allow a large amount of natural light into the building, reducing the need for electric lighting.
- Energy-efficient lighting fixtures and bulbs are being used throughout the hospital.
- Rush has a comprehensive campus recycling program.

### Recycled Materials

- About 20 percent recycled steel was used in construction.
- More than 20 percent of the wallboard was made from recycled materials.
- More than 20 percent of interior wall coverings are made from recycled materials.
- Recycled concrete was used extensively.
- More than 70 percent of wooden doors are made with materials harvested from certified sustainable forests.



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# RUSH PARTNERS WITH MALCOLM X COLLEGE TO TRAIN FUTURE HEALTH CARE PROVIDERS

Rush is providing resources ranging from equipment donations to clinical rotations and guest lecturers to nearby Malcolm X College in support of Chicago Mayor Rahm Emanuel’s new College to Careers program, which has been established to ensure Chicago residents are prepared for jobs in high-growth industries. According to Emanuel, by 2020 Chicago will need approximately 75,000 more health care practitioners than currently exist, and more than one-third of those positions will be for holders of associate degrees.

Malcolm X College (MXC), located at West Van Buren Street and Damen Avenue, is one of the City Colleges of Chicago, a group of seven community colleges serving 120,000 students a year. Rush already has been partnering with MXC since 2008 [see insert].

The Medical Center is helping train people for jobs in the health sciences that are available now but remain unfilled due to a skills gap. This agreement allows MXC students to gain valuable experience at Rush by taking part in clinical rotations, career ladder programs and other initiatives that had already been in place.

“City Colleges are key to Chicago’s economic viability,” says Larry Goodman, MD, Rush CEO. “This initiative is crucial not only because it will help ensure a pipeline of qualified workers in the health and medical field, but because we must all contribute as corporate citizens to ensure that Chicago is a winner as more cities and countries vie for relevance in the world economy.”

The partnership’s top priority is curriculum design. Rush staff members are working with MXC faculty to ensure that the City Colleges’ allied health programs are aligned with industry needs.

MXC students will receive hands-on learning at the Rush human anatomy laboratory, and they have an opportunity to participate in clinical rotations at Rush in radiology, respiratory care, surgical technology, nursing and emergency medicine.

In addition, two career ladder programs have been instituted by Rush for graduates of MXC to complete their bachelor’s degree. Graduates of MXC’s medical radiography program can enroll in Rush University’s bachelor’s degree program in imaging sciences, where they’ll learn advanced imaging techniques (CT or MRI). Currently, four MXC students are enrolled in the program. Students who complete the respiratory care program at MXC are eligible to enroll in Rush University’s bachelor’s degree program in respiratory care.

“We are excited about the real-world experience our students will gain by learning from Rush staff and obtaining hands-on experience in Rush’s top-notch facilities, working with state-of-the-art technologies,” says City Colleges Chancellor Cheryl L. Hyman. “Their generous partnership will ensure our graduates are prepared for jobs in the high-growth health care industry.”



In addition to the partnership with Malcolm X College (MXC) to help train health care providers, Rush is continuing numerous collaborations with the college. Rush will continue to hold an annual job fair at MXC to recruit community residents for jobs at the Medical Center, and the Medical Center donates equipment that is used for the college’s health sciences programs. In addition, Rush faculty members serve on MXC’s advisory boards, and provide virtual and in-person guest lecturing at MXC. Monthly conference calls are held by MXC’s president, deans, program directors and Rush representatives from the Rush University College of Nursing, College of Health Sciences, Department of Emergency Medicine and Division of Human Resources to discuss curriculum and development.

## SPRING INTO BETTER HEALTH

*At Rush, keeping people healthy includes helping Rush staff, employees, students and volunteers lead healthy lifestyles. As part of that effort, Cassie Vanderwall, MS, RD, LDN, CPT, a registered dietitian at Rush and a certified personal trainer, offers tips on healthy eating and activity.*



Spring has sprung. Have you begun your annual spring cleaning? How about clearing the clutter from your diet and blowing the dust off those gym shoes? Now that the weather is warmer and summer is approaching, take some time for yourself and spring ahead into a healthier you.

### CLEANSE YOUR CUPBOARDS

Although it may be at the bottom of your to-do list, it’s great to clean out your pantry and refrigerator. By tossing out less healthful and expired food items, you can make room for new items that appear during the warmer months, such as seasonal fruits and vegetables, and find tasty uses for those grains, spices and sauces begging to be used.

This is a great opportunity to re-think your daily meal plan. The food we keep on hand strongly dictates the food we choose to eat, so set yourself up for success and be thoughtful about what you keep in your home. Try the following tips to help identify foods to toss:

- Expired items
- Items you tend to overeat

- Foods high in saturated fat (more than three grams of saturated fat per serving)
- Foods high in added sugar (more than 10 grams of sugar per serving)
- Foods high in salt (more than 300mg sodium per serving)

Place the unopened, nonperishable food items in a container and donate them to a local shelter or food pantry. Don’t be afraid to throw away all opened and perishable food items that you know will only keep you from reaching better health.

### REFILL TO REFUEL

After looking over the clearer shelves, move all the food items that you kept to the front and prepare to restock. Focus on refilling the shelves with nutrient-dense foods, including the following:

- Whole grains (brown rice, quinoa, pearl barley, rolled oats)
- Dry peas and lentils
- Canned beans
- Low-sodium beef, chicken or vegetable broth
- Eggs

- Frozen skinless chicken breasts and ground turkey breast
- Fresh and frozen fruit and vegetables

Stock up on seasonal produce. Spring is a great time of year for cherries, strawberries and citrus fruit, as well as asparagus, carrots, leafy greens and sweet peas.

It is also important to make sure perishable foods are readily available. Although processed foods aren’t as healthy, one of their perks is that they are ready when we are. Healthier foods tend to require more preparation and cooking time. Therefore, identify time during your week to slice and dice fresh vegetables, wash fresh fruit, boil eggs or hearty grains, grill chicken, etc. Pick a day when you have more time when you can make a few meals ahead of time and place them in the freezer for homemade frozen dinners.

If you have questions regarding “spring cleaning” your kitchen, or are interested in speaking with a registered dietitian or personal trainer, please call (312) 942-DIET (3438).

## FITNESS FAIR HELPS SURROUNDING COMMUNITIES ACHIEVE BETTER HEALTH

Rush held its eighth annual Spring into Health and Fitness Fair on March 31 at Instituto Health Science Career Academy, a high school in the Pilsen neighborhood. The event provided approximately 200 underserved Chicagoans with free health screenings, physical exams, school physicals, nutrition counseling services, immunizations and rapid HIV testing/counseling.



*First-year Rush medical student Lizzy Gabel performs an eye examination at this year’s Spring Into Health and Fitness Fair.*

Approximately 250 Rush students, faculty and staff from a wide range of disciplines participated in the health fair, including medicine, nursing, occupational therapy, audiology, health systems management and clinical laboratory sciences. Students worked under the supervision of Rush attending physicians, nurse practitioners, and professional nursing staff and faculty.

Rush University’s student-run volunteer organization, RU Caring, and the Medical Center sponsored the event to provide better access to health care for underserved communities from across the city of Chicago.

## RUSH COMMUNITY BENEFITS REPORT IS AVAILABLE ONLINE



Last year, Rush provided more than \$220 million in community benefits, including charity care and other unreimbursed medical services, and support for education and research. You can learn more about the ways that Rush benefits our community by reading the 2012 Community Benefits Report, which is online at [www.rush.edu/cbr](http://www.rush.edu/cbr).



# Employee Awards

## SPRING

Three times a year, Rush employees are recognized for going above and beyond the call of duty for patients, families, visitors and co-workers, and exemplifying the I CARE values (innovation, collaboration, accountability, respect and excellence). The following are the winners of Rush's spring employee awards, which were presented on March 27.

### CLINICAL EMPLOYEE OF THE QUARTER

**Samantha Mok, LSW**, medical social worker, Utilization Management, looks at problems that may hinder heart patients from being compliant with their medical plan of care. These problems may be related to the patient's finances or access to transportation, among other things. Mok comes up with creative solutions to help patients overcome these obstacles and locate resources that others hadn't previously thought to explore. Some of her accomplishments include finding resources in order to purchase scales, blood pressure cuffs and glucometers for patients. She often finds physicians to make house calls and pharmacies that will deliver medications to patients who are unable to get to the pharmacy. "She tackles every task with a smile and doesn't stop until she succeeds," says Diane Martin, heart transplant coordinator, Department of Cardiovascular-Thoracic Surgery. "She exemplifies the meaning of patient advocacy."



### NON-CLINICAL EMPLOYEE OF THE QUARTER

When the Section of Infectious Diseases implemented Epic, the electronic medical record system, **Rosa Roman**, clinical coordinator, infectious diseases, not only adapted quickly, but also helped co-workers learn how to use the system. "Rosa has been able to train a new staff person and adapt to the staff reduction without missing a beat," says Sara Curry, administrative manager, infectious diseases. "Rosa has a smile for everyone."



### MANAGER OF THE QUARTER

**Kydie Grosshuesch, RN**, assistant unit director, 13 East Tower — orthopedics, created a skin care program that has become the template for many unit-based skin care programs at Rush. She ensured that practices were evidence-based and resulted in positive clinical outcomes. By reviewing literature and recommending a proven solution, Grosshuesch led the team to change a 30-year practice of using betadine on infected wounds for patients with total hip replacements. "Kydie's strengths include her ability to complete tasks efficiently and motivate more than 60 employees while maintaining her clinical competencies at the bedside," says Fred Brown, unit director, medical/surgical nursing.



### TEAM OF THE QUARTER

The **Tower Opening Events Planning and Implementation Team** designed and hosted a series of grand opening events that welcomed thousands of guests to Rush's new hospital. The events included a ribbon-cutting ceremony with Chicago Mayor Rahm Emanuel and about 150 members of the government, media and civic organizations; an employee open house that drew more than 1,500 people; and a community open house with more than 5,000 attendees. The team comprised members of multiple departments, including government affairs, human resources, marketing and communications, media services, the Office of Transformation and philanthropy.

*Back row, left to right: John Pontarelli, assistant vice president, public relations; Kelly Parker, assistant director of special events, philanthropy; Megan Kono, development associate, philanthropy; John Lowenberg, vice president, philanthropy; and Anne Burgeson, director, internal communications. Middle row, left to right: Katie Lew, development associate, philanthropy; and Lisa Aaronson, director of development communications, philanthropy. Front row, left to right: Amber Raza, marketing project manager, marketing; Laura Pellikan, director of marketing; and Stephanie Precourt, media specialist, media services. Not pictured: Lori Allen, assistant vice president, marketing communications; Eileen Dwyer, director of interventional nursing, Office of Transformation; Sarah Finnegan, senior director, philanthropy; Joan Kurtenbach, vice president of strategic planning, marketing and communications; Terry Peterson, vice president, government affairs; Bill Richardson, media specialist, media services; Lisa Yang, director, employee and labor relations; and Mick Zdeblick, vice president, Office of Transformation.*



### CAROL STEGE AWARD for Medical Center Engineering

**Onofrio (Frank) Brescia**, journeyman, Medical Center Engineering, has been an employee in the carpenter's shop at Rush for 33 years. Several customers request Brescia by name due to his consistently professional attitude toward patients and co-workers. He is known for his enthusiasm and the extra attention that he extends to each customer.



### CAROL STEGE AWARD for Environmental Services

**Rena Bates**, environmental specialist, Environmental Services, has received numerous positive phone calls and compliments. "It's amazing to see how patients' faces light up when she enters the room," says Denise Wiley, director, Hospital Operations.



### RUSH VALUES AWARD

**Michelle Allen, RN**, surgical intensive care unit, ensures that when working on an interdisciplinary team, all voices are heard, different views are expressed and a consensus is reached. She demonstrated her respected communication skills recently by presenting at the Schwartz Center Rounds, a gathering during which clinicians discuss issues related to caring for patients. Allen spoke about her role as a cheerleader, encouraging her patients and helping them on the road to recovery.

**Milka Trivanovic**, waitstaff, and **Miguel Canchola**, busperson, from Room 500 work with faculty to set up and advise students in the Health Systems Management Professional Skills II course on appropriate dining behaviors with clients. They help the students learn how to appropriately handle social situations, such as formal dining, while making the course fun for the students and faculty involved.

*Left to right: Miguel Canchola, nominator Diane Howard, PhD, assistant professor, Department of Health Systems Management and Milka Trivanovic*



### PATIENT SATISFACTION "STAR"

Every quarter, an employee whose name appears in two or more favorable patient evaluations is awarded the patient satisfaction "star" award. This quarter, seven stars were honored: **Kenna Collette, RN**, post-anesthesia care unit; **Kristen O'Brien, PA**, orthopedics; **Amy Litzinger, RN**, surgical acute care; **Krystyna Cieczczak, RN, BSN**, transplant nurse coordinator, University Transplant Program; **Eddie Mae Simpson**, receptionist, outpatient occupational therapy; **Greg LaMonica**, PET technologist, radiology; and **Adam Rybczynski**, nuclear medicine technologist, Nuclear Medicine.

- "My fiance told me Kenna was very compassionate. She held his hand and talked to him because he was crying."
- "Kristen held my hand until I was asleep because I was frightened. Such compassionate care!"
- "Before I needed to ask for help, Amy was already in my room ready to help me. Her care helped me to recover sooner."
- "My nurse is professional, personal, caring, courteous and very knowledgeable. Praises to Krystyna."
- "Kudos to Eddie Mae, one of the receptionists. She noticed my discomfort. She asked if she could help in any way and offered me water."
- "Greg was exceptional. He was very professional and courteous, eased my fears, and had a wonderful attitude and personality."
- "I was asking about my appointment to have a bone scan in November. Adam came to the counter and asked if I had time right now because he could take me."

*Back row, left to right: Amy Litzinger, Eddie Mae Simpson, Adam Rybczynski, and nominator Audrey Dean. Back row, left to right: Krystyna Cieczczak and Kenna Collette. Not pictured: Kristen O'Brien and Greg LaMonica.*



*If you would like to nominate someone for an employee award, please call ext. 2-5916.*



# News Briefs

## PROGRAMS FOR HEALTH AND AGING

### ADVANCES IN TREATMENT FOR CERVICAL AND LUMBAR SPINE PAIN

Thursday, June 21, 6 to 8 p.m.

Armour Academic Center, Room 976

Orthopedic surgeons and neurosurgeons at Rush pinpoint and treat the sources of spine, back and neck pain while offering the latest, most innovative nonsurgical and surgical treatment options. Join specialists to learn more about treatment options for back pain. You will have a choice between hearing about the cervical or lumbar spine. To register, please call the Rush Physician Referral Service at (888) 352-RUSH (7874) or visit [www.rush.edu/events](http://www.rush.edu/events).

### MY VIGOROUS MIND

Wednesday, June 27, 1 to 3 p.m.

Searle Conference Center, Rush Professional Building, Fifth Floor

Everything we do is controlled by our brains — from breathing, sensing and feeling to speaking, moving and remembering. Just as we exercise to keep our bodies strong, it requires time and energy to keep our brains sharp and alert. There is growing evidence that we may be able to maintain our memory and thinking abilities by exercising our brain and eating healthful, brain-smart foods. Join us for an interactive program on brain wellness and learn the eight critical areas of our lives that impact the health of our brains as we age. To register, please call the Rush Physician Referral Service at (888) 352-RUSH (7874) or visit [www.rush.edu/events](http://www.rush.edu/events).

## COMING SOON ... THE RUSH ALL-EMPLOYEE SURVEY

Tell us how we can make Rush University Medical Center an even better place to work. Share your opinion in the Rush all-employee survey. Watch your email on June 4 for an invitation to take the survey. The survey is open from June 4 – 18.



## RUSH UNIVERSITY ENJOYS STRONG RANKINGS IN LATEST U.S. NEWS GRAD SCHOOL SURVEY

Rush University is well represented in the 2012 edition of the “America’s Best Graduate Schools” survey released March 13 by *U.S. News & World Report*. Seven programs in the College of Nursing and two programs in the College of Health Sciences are ranked among the top 19 in the country.

The College of Nursing is ranked 15th among the 467 nursing colleges with graduate programs, and is ranked in the top 20 in the nation in the following seven nursing specialties:

- Nursing Anesthesia — third
- Adult/Medical Surgical Nursing — fourth
- Psychiatric/Mental Health Nursing — fourth
- Pediatric Nursing — fifth
- Gerontological/Geriatic Nursing — seventh
- Adult Nursing Practitioner — seventh
- Adult Nurse Practitioner — 19th

The College of Health Sciences earned placement in two disciplines:

- Master’s in Health Systems Management — ninth
- Doctor of Audiology (AuD) — 10th

Additionally, Rush Medical College is ranked 86th in primary care and 70th in research. The College of Health Sciences’ speech-language pathology program is ranked 29th, and its occupational therapy program is ranked 43rd.



*Rush University students on their way to class*

“It is gratifying to know that the excellent work of the College of Nursing faculty is acknowledged nationally by our peers. This honor is shared with all the staff nurses in the Medical Center whose extraordinary contribution to the preparation of the next generation of nurses is inestimable,” says Melanie C. Dreher, PhD, RN, FAAN, dean, Rush University College of Nursing. “Our *U.S. News & World Report* standing reflects the continued leadership role of Rush in creating the future of nursing.”

“We are honored to be recognized by our peers for our commitment to preparing practitioners and leaders in the allied health professions,” says David C. Shelledy, PhD, dean of the College of Health Sciences. “Our students benefit from the Rush University practitioner-teacher model of integrating patient care, research, scholarship and service into the teaching-learning process.”

The graduate health program rankings in *U.S. News & World Report* are

based on the results of peer assessment surveys sent to deans, and other administrators or faculty, or both, at accredited degree programs or schools in each discipline. Respondents rated the academic quality of programs on a five-point scale. Schools with the highest average scores appear in the rankings.

Nursing specialty rankings are based solely on ratings by educators at peer schools surveyed in 2012. Nursing educators nominated up to 10 schools for excellence in each area. Surveys were conducted by the market research firm Synovate.

“Rush University’s Graduate program rankings continue to demonstrate that Rush is an outstanding place for health profession students to prepare for their health sciences fields,” says Thomas A. Deutsch, MD, provost, Rush University. “I congratulate the practitioner-teacher leaders of these programs and the exceptional students they are educating.”

## People News

### Appointments

Rush University has appointed **David Ansell, MD, MPH**, chief medical officer, as the Michael E. Kelly, MD, Presidential Chair. Ansell is the inaugural holder of this chair, which was established in 2006 to recognize the philanthropy of Life Trustee Robert Pritzker. Pritzker, in turn, wanted to honor and recognize the role of Kelly, a young surgery resident who played a role in Pritzker’s care at Rush. The Kelly chair supports medical student financial aid at Rush University.

Rush has appointed **Melissa Coverdale** as its new vice president of finance. She comes to Rush from Loyola University Medical Center, where she was the vice president of finance for the last two years. Prior to that position, she worked for Edward Health Services Corporation in Naperville,

Ill. for 10 years and held increasingly responsible positions in finance, including corporate controller.

Rush has appointed **Chunxiang (Kevin) Zhang, MD, PhD**, as chairperson of the Department of Pharmacology and professor of pharmacology. A highly regarded researcher,



Zhang comes to Rush from the New Jersey Medical School of the University of Medicine and Dentistry of New Jersey in Newark, where he was vice chairperson of research in the Department of Anesthesiology. With a primary research interest in the area of cardiovascular diseases, Zhang has published more than 75 original articles and has been principle investigator or co-investigator of eight National Institutes of Health grants. Rush University recently named him the Deborah R. and Edgar D. Jannotta Presidential Chair, which was previously held by Paul Carvey, PhD, RD, FADA.

### Kudos

**Donna Bergen, MD**, assistant chairperson, Department of Neurological Sciences, recently was named a member of the World Health



Organization’s Neurology Task Force Advisory Group for the revision of the International Classification of Diseases. She is one of 18 neurologists on the task force, which is responsible for revising the codes used globally by health ministries to report mortality and morbidity statistics, among many other uses. Bergen is also chairperson of the Applied Research Committee of the World Federation of Neurology (WFN), as well as a trustee of the federation. The WFN fosters neurological health globally through education and advocacy.

The 2012 Administrators of Volunteer Resources (AVR) State Leadership Board elected **Terence Maynard**, director, Hospital Guest Relations Department, as its program chair.

The AVR is an affiliate society of the Illinois Hospital Association.

**Jennifer Ryan, PT, MS, DPT, CCS**, physical therapist, acute care physical therapy, recently received the Mary Sinnott Award for Clinical Excellence in Acute Care Criteria. Ryan received this award in February from the American Physical Therapy Association for her work in acute care physical therapy.

Rush University Medical Center’s **surgical intensive care** unit recently received a silver Beacon Award for Excellence from the American Association of Critical-Care Nurses. The award recognizes caregivers in stellar units whose consistent and systematic

approach to evidence-based care optimizes patient outcomes. Units that receive this national recognition serve as role models to others on their journey to excellent patient- and family-centered care.

In February, a team of Rush University students in the Health Systems Management graduate program won the 2012 Health Administration Case Competition, hosted by the University of Alabama at Birmingham. The team included **Dana Stelmokas**, **Mollie Pillman** and **Sveinn Sigurdsson**. They competed against 31 of the best graduate health care administration programs in the country.

*Standing, left to right: Dana Stelmokas, Sveinn Sigurdsson and Mollie Pillman. Seated, left to right: faculty advisors Shital Shah, PhD, MS, assistant professor, HSM, and Robert Silverstein, MHA, supply chain manager, operating rooms.*



*To read more People News, please visit [www.inside.rush.edu](http://www.inside.rush.edu).*



# NEWSrounds

## ALICE B. SACHS MEMORIAL AWARD

### *Extending a Teacher's Kindness with Compassionate Care*

The Alice B. Sachs Award recognizes Rush employees for exceptional acts of kindness to Rush patients and their families. John Sachs, DDS, a member of the Rush board of trustees, and his wife, Lois, established the award in memory of his late mother.

Alice Sachs underwent successful heart surgery at Rush that enabled her to live another 10 years afterward. "She was always very pleased with the attention and care she got at Rush," says Sachs, who initiated the award in 1982, the year Alice Sachs passed away.

"We've received a great deal of satisfaction in being able to reward people who do a little extra in terms of patient care," Sachs says.

To mark the 30th anniversary of the award this year, he made a special gift of \$10,000. "We wanted to make it something very special for someone," Sachs says.

When Robin Moss, RN, heard that she was chosen to receive this year's Alice B. Sachs Award — and the \$10,000 gift that comes with it — Goldie Bevens was the first person that came to her mind.

Bevens was the head nurse at a nursing home where Moss worked as a medical assistant while attending nursing school. When Moss experienced financial difficulties her senior year, Bevens paid her tuition.

In accepting the award, Moss announced that she intended to use the gift to establish a scholarship for Rush nursing students in Bevens' name. She already has begun working with Rush's philanthropy department to put the scholarship in place.

That instinct to give back helped earn Moss the Sachs Award. A nurse manager with Associates in Internal Medicine, a Rush medical home practice that treats patients with chronic conditions such as diabetes, hypertension and stroke, Moss oversees clinical coordinators and medical assistants and also has direct patient contact.

Many of these patients are in financial and emotional distress as well as battling their illness. Moss' approach and demeanor reassures her patients that they are not alone in their struggles and that she truly cares about their concerns.

She demonstrates this caring through little acts of kindness she performs spontaneously and frequently. For example, when a patient didn't have enough money to come in for an appointment, Moss paid for the patient's cab fare out of her own pocket.

Moss has become the personal health care advocate for many of her patients, working with insurance companies to make sure patients receive coverage for medications and home health care. She brings to these tasks an understanding of home health care and insurance issues she gained from years working as a case manager.

When her patients are hospitalized, Moss visits them on her own time. "When you're in the hospital, it feels good to see a familiar face," she says.



**HONOREE:** Robin Moss, RN, nurse manager, Associates in Internal Medicine

**YEARS AT RUSH:** 13

**WHAT IS THE SIGNIFICANCE OF THE ROLE YOU PLAY AT RUSH?**

"I try to make sure that everything's pulled together so things don't fall through the cracks, and our patients get what they need."

"It matters to people when they know they're cared about."

Moss' sensitivity to patients with chronic illnesses is rooted in her own experience. Her mother passed away from diabetes while Moss was in nursing school, and her father died of a stroke the year after she graduated.

Her father began ailing during her senior year in nursing school, making it difficult to complete her studies.

Bevens' generosity enabled her to complete her education — and to extend that kindness to the countless patients whose lives Moss has touched.

"It all comes back — goodness begets goodness," Moss says. "It's such a privilege that we get to take care of people. We have moments when we can make a difference, and when those moments come up, I feel so very blessed."

## GAIL L. WARDEN EMPLOYEE OF THE YEAR AWARD

### *Finding Ways to Advocate for Patients*

Samantha Mok, LSW, social worker case manager, Case Management, looks at problems that may hinder heart patients from following their medical plan of care. These problems may be related to the patient's finances or access to transportation, among other things. Mok comes up with creative solutions to help patients overcome these obstacles and locate resources that others hadn't previously explored.

Some of her accomplishments include obtaining resources to purchase scales, blood pressure cuffs and glucometers for patients. She often finds physicians at

Rush who will make house calls and pharmacies that will deliver medications to patients who are unable to get out.

"She tackles every task with a smile and doesn't stop until she succeeds," says Diane Martin, heart transplant coordinator, Department of Cardiovascular-Thoracic Surgery. "She exemplifies the meaning of patient advocacy."

Mok's dedication to patients is evident in her effort to develop a patient support group for heart transplant patients. In order to educate heart transplant patients about their condition, she

showed staff members in cardiovascular-thoracic surgery how they could make DVD recordings of the patient-education lectures the department presented. The department now gives the DVDs to patients to help educate them about their condition. The DVDs also are featured on Rush's patient-education channel.

"I've learned that putting the patient first means thinking outside of the box to come up with creative solutions and caring for someone in the way that you'd want to be cared for," she explains. "It's extremely rewarding and usually is a team effort."



**HONOREE:** Samantha Mok, LSW, social worker case manager, Case Management

**YEARS AT RUSH:** 3

**FAVORITE PATIENT CARE MEMORY:** "While one of our patients received a heart transplant, his wife showed me pictures of them renewing their vows."



Know a Rush employee who deserves recognition? To nominate someone for an employee award, please call ext. 2-5916.

## IN THIS ISSUE

Patient Satisfaction Star  
*page 2*

Team of the Year  
*page 2-3*

Manager of the Year  
*page 3*

Campbell Award  
*page 4*

Russe Award  
*page 4*

Employee Anniversaries  
*page 5*

## NEWSrounds

July 2012

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*Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.*

## PATIENT SATISFACTION STAR OF STARS AWARD

### Compassionate, Personalized Care for Kids

During the past year, 17 outstanding clinical and nonclinical Rush employees received the Patient Satisfaction Star Award, which is given to individuals whom patients single out through letters or the comments of patient-satisfaction surveys. From this group of winners, a Star of Stars is chosen. The recipient of this award is someone whose service demonstrates what it means to anticipate patients’ needs and proactively respond to them.

Unfamiliar people, surroundings and equipment can make a hospital a scary place for a child. Kimberly George, certified child life specialist, Child Life Services, comforts these young patients and reduces their fears.

On one occasion, George responded to a mother’s request for help calming her son for an exam and imaging scan. The boy’s mother said that afterward he talked about how well everything went at the hospital because of George’s kindness.

George says she feels honored to be part of her patients’ treatment journeys, some of which can last years with multiple return visits. She values being able to make them feel positively about their experience at Rush.

“During my career at Rush, I have found that it is important to learn about the patient as an individual and understand the family’s dynamics in order to assess how to help make their health care experience a positive one,” George says.



**HONOREE:** Kimberly George, certified child life specialist, Child Life Services

**YEARS AT RUSH:** 7

**WHO AT RUSH INFLUENCED YOU MOST:**  
“Robyn Hart helped show me what it takes to support children and their families during the difficult and trying times that hospitalization can bring.”

*Robyn Hart, MEd, is the director of Child Life Services.*

## BRADLEY G. HINRICHS TEAM OF THE YEAR AWARD

### Introducing a New Hospital to Chicago

A single event to mark the opening of the Tower, the crowning achievement of the Rush Transformation, wouldn’t be enough. The Tower Opening Events Planning and Implementation Team realized that a series of events would be necessary to properly introduce the new hospital building to the community and the Chicago area.

Headed by Joan Kurtenbach, vice president of strategic planning, marketing and communications, and Terry Peterson, vice president, government affairs, the team received key support from the Office of Philanthropy under the leadership of Sarah Finnegan, associate vice president, in designing and hosting a series of grand opening events that welcomed thousands of guests to the Tower. In all, 10 events were held for various

constituencies, highlighted by a ribbon-cutting ceremony with Chicago Mayor Rahm Emanuel and about 150 members of government, media and civic organizations; an employee open house that drew more than 1,500 people; and a community open house with more than 5,000 attendees.

Team members from multiple departments across the Medical Center played integral roles in the success of the events, including the following people: Lisa Aaronson, senior director, philanthropy; Lori Allen, assistant vice president, marketing and communications; Anne Burgeson, director, internal communications; Eileen Dwyer, director, Office of Transformation; Megan Kono, development associate, philanthropy; Katie Lew, associate director, philanthropy; Kelly Parker, assistant director,

philanthropy; Laura Pellikan, director of marketing; Stephanie Precourt, media specialist, media services; John Pontarelli, assistant vice president, public relations; Amber Raza, project manager, marketing; Bill Richardson, media specialist, media services; Lisa Yang, director, employee and labor relations; and Mick Zdeblick, vice president, Office of Transformation.

John Lowenberg, vice president, philanthropy, who nominated the team, marvels at how the group collaborated to create such an array of events to mark the opening. “The opening of the Tower was a historic occasion, and the team matched it with a series of events that brought the community together to take part in ceremonies on a scale appropriate for welcoming a landmark hospital,” he says.





WAYNE M. LERNER MANAGER OF THE YEAR AWARD

Manager of the Year Inspires Staff Members

Julie Lopez, DNP, RN, unit director, Department of Medical/Surgical Nursing, 7 South Atrium, has taken on multiple additional responsibilities to move her department and Rush forward. During the five months of the 2011 winter when she served as interim director of the Medical/Surgical Nursing Department, Lopez kept in close contact with her unit’s temporary director and assistant directors to ensure the unit was running efficiently. When she completed her interim assignment, she seamlessly returned to her role as unit director and, as expected by her colleagues, didn’t miss a beat.

Lopez also took the lead on a project to pilot a new wireless phone system for the new hospital. She worked behind the scenes to provide input about the phones, establish the wireless system and collaborate with

leadership to launch the implementation. In addition, she educated the staff about the phones and the protocol of using them. “Observing Julie inspires me to be better and grow in the nursing profession,” says Heather Hwang, RN, medical/surgical unit.

Lopez handles all the demands with grace and is always available to her staff members, who describe her as approachable and efficient. “Julie advocates for staff and does all she can to make sure we have the equipment to do the jobs we’re asked to do,” explains Hwang. “She is a true leader.”

After almost seven years as unit director, Lopez continues to learn on the job even while mentoring her staff. “I’ve learned that being a leader requires understanding what motivates each individual and encouraging him or her to achieve their potential,” she says.



**HONOREE:** Julie Lopez, DNP, RN, unit director, Department of Medical/Surgical Nursing, 7 South Atrium  
**YEARS AT RUSH:** 7  
**WHO HAS MOST INFLUENCED YOU:** “I’ve been influenced by many former and current colleagues, but the philosophy of ‘leader-servant’ has influenced me most in my leadership journey. My style is to be authentic.”



Seated, left to right: Stephanie Precourt, Lisa Aaronson and Amber Raza. Standing, left to right: Laura Pellikan, Megan Kono, Bill Richardson, Kelly Parker, John Pontarelli, Joan Kurtenbach, presenter Bob Clapp, Katie Lew, Lisa Yang and Sarah Finnegan. Not pictured: Lori Allen, Anne Burgeson, Eileen Dwyer, Terry Peterson and Mick Zdeblick.





JAMES A. CAMPBELL, MD, DISTINGUISHED SERVICE AWARD

*Taking on Extra Roles*

Named for the first president and CEO of Rush-Presbyterian-St. Luke’s Medical Center, which changed its name to Rush University Medical Center in 2003, the James A. Campbell, MD, Distinguished Service Award recognizes Rush employees for excellence in leadership and dedicated service.

In sports, a utility player is a person who can play multiple positions capably. John Andrews, MSHSM, purchasing manager and business diversity coordinator, Supply Chain Management, has been described as one of Rush’s utility players for his willingness to take on additional responsibilities and his ability to perform well in a wide variety of roles.

In addition to managing Rush’s purchasing operations, Andrews also serves as a member of Rush’s Diversity Leadership Group, which helps promote diversity and a culture of inclusion and respect in the Medical Center. Andrews was asked to develop and implement a program

to reach out to potential vendors among the minority and women-owned businesses in communities surrounding the Medical Center. In 2007, he helped establish Rush’s business diversity program, which has led to several of these businesses becoming Medical Center vendors.

“We’re making sure that when we ask suppliers to submit proposals to provide things Rush needs, we’re including women and minority-owned businesses that have the capacity to do the work,” Andrews says. “A lot of the companies we’ve partnered with have helped us save money.”



**HONOREE:** John Andrews, MSHSM, purchasing manager and business diversity coordinator, Supply Chain Management

**YEARS AT RUSH:** 34

**WHAT MAKES RUSH SPECIAL:** “I do about six diversity vendor outreach events a year, and at virtually every one of them, two or three people will come up to me and say, ‘Your hospital saved my life,’ or ‘Your hospital and your doctors saved my father’s life.’ When you hear those stories, you’re reminded of the great work being done here at Rush. I’m grateful to be involved with that, to support it in some way.”

HENRY P. RUSSE, MD, HUMANITARIAN AWARD

*Equipping Students to Succeed*



**HONOREE:** Robert Leven, PhD, assistant dean of basic science education for Rush Medical College, and associate professor of anatomy and cell biology

**YEARS AT RUSH:** 22

**WHAT I’VE LEARNED FROM BEING AT RUSH:** “Many times we face things where it may appear whatever decision you make, there’s going to be a winner and a loser. Try to find solutions where there doesn’t have to be a loser. Realize that everybody’s point of view has merit, and you need to stop and listen to everybody before making decisions. Try to take the blame and give the credit.”

The Henry P. Russe, MD, Humanitarian Award is given annually to a member of the Medical Center community who demonstrates an exceptional compassion and commitment to the well-being of others. The award honors the memory and humanitarian efforts of its namesake, the dean of Rush Medical College and vice president of Medical Affairs from 1981 to 1991.

Inspired by an uncle who had developmental disabilities and severe asthma, Robert Leven, PhD, has spent 15 years working on behalf of Rush students with disabilities.

“My uncle was born in 1920, and I’ve often thought about how his life might have been different if he had grown up in the world as it is today, how he might have been able to accomplish or experience what he never had a chance to do,” says Leven, assistant dean of basic science education for Rush Medical College, and associate professor of anatomy and cell biology.

Leven took a lead role in forming Rush University’s Disability Assessment Team, which responds to

student requests for accommodations for a disability.

“We’ve had students with a range of disabilities, including students who use wheelchairs, have a hearing impairment or visual disabilities. The most common disability is a learning disability,” Leven says. Accommodating these students can range from having lift equipment and assistive listening devices in operating rooms and laboratories to providing extra time for testing or making sure they have reserved parking spots.

“We want to give everybody equal access to our educational programs,” Leven says. “The hope is that we can help all students have an equal opportunity to succeed.”



“What I’m really proud of is when I worked in intensive care, and I got to know the heart patients and their families. We connected like family.”

— Betty Carr, environmental technician, Environmental Services



“Be calm, be patient. I see a lot of people who are tense because they’re very concerned about their family. Have a demeanor that calms them down and let them know you’ll take care of their family.”

— Michael Coleman, mental health worker in child psychiatry, division of psychiatric nursing



# EmployeeAnniversaries

Each year, Founders Day honors the people who first established Rush University Medical Center as Rush Medical College in 1837 as well as the people who make Rush one of the leading academic medical centers in the city and across the country. The following pages list Rush employees who are marking milestone anniversaries at the Medical Center this year. Rush thanks each of you, and all our staff, for your commitment to the Medical Center and for providing the best possible care for our patients. Each of you plays an important part in Rush’s proud history and its exciting future. Congratulations to all of you.

## 5 YEARS

Eileen Abat  
Rashad Abdul Salaam  
Ra-Id Abdulla  
Nora Aguirre  
Rachel Ahlstrom  
Concepcion Alvarez  
Rose Andron  
Janis Anfossi  
Joel Augustin  
Marisol Avila  
Sharelid Ayulo  
Meghan Baldwin  
Claudia Barajas  
Laura Baudler  
Belinda Beach  
Valerie Bednar  
Rajneesh Behal  
Jonas Benson  
Kimberly Benson  
Kristie Benton  
Rachel Beskid  
Webelene Bethea  
Arthur Bibbs  
Kimberly Billingsley  
Cymone Black  
Ursula Bloomingberg  
Yesenia Bobadilla  
Lisa Boggio  
Amanda Bolden  
Kachhaem Bonilla  
Joseph Bonura  
Eduardo Braun  
Patricia Bromby  
Elizabeth Brown  
Gauri Brown  
Latoya Brown  
Sharon Brown  
Elizabeth Bryant  
Nicole Bryant  
Sarah Bugarin  
Cassandra Bunyard  
Sheila Burger  
Sean Burwell  
Maria Buzdugan  
Jacqueline Cahill  
Jennifer Cailles  
Sarah Cain  
Charlestine Caldwell  
Jacqueline Cameron

Ellisa Campos  
Qi Cao  
Adelaide Capparelli Gerling  
Robin Cardine  
Rene Carizey  
Jonathan Casas  
Lisa Castaneda  
Mariana Castro  
Shaunti Castro  
Shari Caswick  
Christopher Chan  
Edie Chan  
Devonna Chandler  
Jeanette Chapital  
Michael Chen  
Jessica Cheng  
Niranjini Chintalapoodi  
Hristinka Cholakova  
Kurt Ciabattari  
Debra Ciasulli  
Cara Cipriano  
Yvette Clinton  
Lauren Cochran  
Anthony Coleman  
Khristina Comer  
Antwoine Conaway  
Keisha Conway  
Shaun Cooper  
Stefanie Coyne  
Marisol Cruz  
Amanda Cuca  
Sara Curry  
Sheryl Cuthbertson  
Shawna Cutting  
Erica Dahlmeier  
Deval Daily  
Eileen D’Ambrogio  
Melissa Dappen  
Ayisha Darko  
Melissa Datu  
Chard’e Davis  
Josie Dawe  
Kathleen Dawson  
Irene Dehghan-Paz  
Melanie Delorenzo  
Seema Desai  
Jaime Diaz, Jr.  
Julie Dickens  
Debra Dimartino  
Stacy Dittmer

Katherine Djuric  
Hemraj Dodiya  
Jennifer Doerfer  
Melanie Dolor  
James Dravenack  
Jessica Drope  
Anisha Dua  
Amy Ducharme  
Lauren Duffy  
Gordon Dyess  
Nadine Dykes  
Joanna Dziewit  
Judith Dzwaito  
Ann Eagan  
Kimberly Eagloski  
Jibin Eapen  
Peter Eichenseer  
Sheila Eichenseer  
Amy Eisenstein  
Tory Eitz  
Krystle Ekhoﬀ  
Molly Erickson  
Estrellita Espero  
Alejandro Espinoza Orias  
Priscilla Espinoza-Cruz  
Ashley Essig  
Sophia Estrada  
Caryn Etkin  
Delia Evans  
Nicole Evans  
Meredith Fanning  
Patricia Farrell  
Tracy Faulkner  
Erin Fecske  
Noel Feeney  
Christine Feinstein  
Catrice Ferguson  
Karen Fernandez  
Maggie Ferng  
Mary Fidler  
Scott Finkle  
Emily Fisher  
Martha Fitzpatrick  
Vincent Flaminio  
Kathryn Flynn  
Laura Fosler  
Samantha Franco  
Tiffani Frank  
Emily Fraser  
Cory Fronza

Magdalena Fudala  
Bozena Gal  
Justin Gan  
Nickolas Garbis  
Leticia Garcia  
Maria Garcia  
Sandra Garcia  
Casey Gashti  
Larry Gaston  
Amy Geary-Kwilosz  
Pamela Genge  
Cheston Geye  
Patricia Gibbons  
Keonya Gillespie  
Christopher Gilliam  
Matthew Gimpert  
Maria Gomez  
Diane Gonsior  
Anthony Gonzales  
Tiffany Gordon  
Ginger Gowdy  
Kerri Grage  
Sarah Green  
Jori Greybill  
Rena Griffin  
Danielle Griffith  
Mary Grill  
Matthew Grindle  
Maire Guillen  
Alfred Guirguis  
Ivon Gutierrez  
Jacklyn Hagedorn  
Mark Hagerty  
Ana Hagstrom  
Larissa Hale  
Marilyn Hallock  
Denise Haney  
Barbara Hanson  
Kirk Harris, Jr.  
Letitia Harris  
Mylite Hart  
Tamara Hauserman Aggacid  
Michael Hawkins  
Mary Hayes  
Preshus Heard  
Della Heidelberg  
Mary Heitschmidt  
Vernet Henderson  
Arnold Herskovic  
Crystal Hervey

Ziyad Hijazi  
Erica Hillesland  
Kelly Hinckley Brennan  
Nicole Hirtzig  
Kristy Hoag  
Arthur Hoffman  
Louis Hondros  
Elizabeth Hooper  
Brenda Hopson  
Michael Horcher  
Sarah Horvath  
Maura Hoyt  
Xiu Hu  
Ioana Huibregtse  
Kimberly Huntsinger  
Saman Ibrahim  
Jonathan Irizarry  
David Ison  
Tiffany Ivers  
Anthony Jackson  
Paul Jacob  
Janet James-Benson  
Maria Jamison  
Sara Jandeska  
Randee Jemc  
Kiara Jennings  
Leesa Jones  
Shashanna Jones  
Malcolm Junious  
Treesa Kakkanad  
Susan Kaleta  
Kara Kallio  
Richard Kang  
Alyson Kari  
Christopher Kaspar  
Anna Katz  
Deborah Katz  
Aisha Kazi  
Megan Kimmerling  
Lashanna Kimmons  
Nicholas Kinder  
Renee Kiourkas  
Amanda Kleinman  
Katherine Kopkash  
Kathryn Koren  
Joann Koster  
Hemalatha Krishnaraj  
Carla Krolczyk  
Julie Krygeris  
Kelly Kulagin  
Elizabeth Kurtz  
Sheila Lahijani  
Deanna Lamartina  
Jennifer Laramie  
Vivian Lee Doherty  
Sally Lemke

Continued on next page

## Thank YOU

Thanks to all of those who helped coordinate this year’s Founders Day event:

Deanna Chavers  
Arlene Cruz  
Tasha Evans-Cleveland  
Samantha Franco  
June Hermann  
Marva Jones-Hoover  
Carla Kennedy  
Linda Meeks  
Janel Morrow  
Priya Patel  
Marina Perez  
Deb Pilolla  
Kara Schmidt  
Lisa Schuller  
Maggie Shreve  
Mike Sirchio  
Danielle Steger  
Angeles Tenorio  
Lisa Yang





# Employee Anniversaries

Continued from page 5

Katharine Lew  
Clyde Lewis, Jr.  
Ashley Lewis  
Paul Lewis  
Xin Li  
Yixiang Liao  
Renee Lightsy  
Sameer Lodha  
Lisa Loggin-Hester  
Yaojuan Lu  
Nisha Lulla  
Hannah Lundberg  
John Maciejewski  
Leejoyce Mack  
Carol MacPherson  
Andrea Madrigano  
Rasim Mahmutovic  
Sabrina Mahone  
Jessica Majcherek  
Naziha Malik  
Erwin Mangubat  
Amy Manion  
Emily Mansueto  
Jennifer Mantegna  
Tyla Mapp  
Patri Marconi  
Vernita Marshall  
Sarah Martin Stewart  
Diane Martin  
Laura Martin  
Joann Martinez  
Alexandra Martyniuk  
Amanda Marzo  
Catherine Mataya  
Thomas Matella  
Jordanna Matsoff  
Jenica Mauban  
Terence Maynard  
Margaret Mazza  
Peggy McAndrew  
Monica McAndrews  
Madeline McIntosh  
Kyron McAllister  
Margot McCloy  
Daniel McFarland  
Jill McHugh  
Patrick McNulty  
Lisette Medina  
Sindy Medrano  
Ramkrishna Mehendale  
Justin Mehring  
Rosalyn Mendoza  
Mary Mensah  
Molly Merrill  
Marc Mesleh  
Guadalupe Meza  
Erin Mikos  
Idris Miskdeen  
Susanta Mondal  
Carlos Monterroso  
Curlie Moore  
Maria Moore  
Omar Morales  
Tracey Morgan  
Ashley Mulhern  
Nicole Murphy  
Sara Murphy  
Leal Musni  
Boris Musset  
Joanna Musumeci  
Chethra Muthiah  
Kathy Najarian  
Adam Nakis  
Ami Nardi  
Patrick Neal  
Patricia Nedved



Susanne Nelson  
Kathleen Nolan  
Melinda Noonan  
Jennifer Novak  
Rima O'Connor  
Jonathan Ogbevire  
Bolatito Ogunsanwo  
Lillian Olson  
Michelle Olvera  
Meaghan O'meara  
Erika Ortega  
Lloyd O'Shea  
Stacie Ott  
Isabela Padilla  
Laura Paganessi  
Sean Palushek  
Patricia Panagoulas  
Mary Pappas  
Jignesha Patel  
Neha Patel  
Shreena Patel  
Sital Patel  
Carolyn Patrick  
Crystal Patterson  
Kimberly Patyk  
Joya Paul  
Danielle Pawlus  
Laura Paz  
Pamela Pearson  
Joelle Peashey  
Jane Pegues  
Djok Pekic  
Vanessa Perez  
Bonnie Petersen  
Terry Peterson  
Nicole Petrungaro  
Warren Piette  
Anil Pillai  
Michelle Pinedo  
Arlene Ploski  
Cattleya Ploysook  
Jacques Polk  
Victor Polk  
Dacia Porter  
Elisa Portillo  
Satish Potnuru  
Randall Proctor  
Lauren Puia  
Volodymyr Pylypyuk  
Joyce Rabbat  
Alexander Radenkovic  
Kim Raff  
Priya Raju  
Daretta Rauktys  
Kimberly Ray  
Carolyn Ready  
Georgeanna Rechner  
Tara Reen  
Nathaniel Reese  
Jane Reich  
Christopher Reitmeier  
Leah Rice  
Jennifer Rickard  
Tiana Riley

Carole Robinson  
Shameka Robinson  
Megan Roche  
Chica Rocquemore  
Brian Rodgers  
Chelsea Rogers  
Rollie Ronquillo  
Omid Rouhi  
David Ruschhaupt  
Colleen Russell  
Phoenix Rzetelny  
Sumeer Sadhu  
Genevieve Sagett  
Suhail Salem  
Adriana Sanchez  
Maria Sanchez  
Stephen Sanchez  
Jalpa Sarup  
Celina Scala  
Claire Schafer  
Abbie Schmidt  
John Schneider  
Julie Schneider  
Megan Schreiber  
Barbara Schweizer  
Natalie Selk  
Sylvia Sellers  
Nikunj Shah  
David Shelledy  
Shaunique Shelton  
Ashwin Shetty  
John Showel  
Sanjai Shukla  
Mahira Siddiqui  
Nataliya Sidelnikova  
Lauren Sieglaff  
Benita Simms-Hale  
Sarah Sliva  
Shari Slyder  
Amer Smajkic  
Adrienne Smith  
Derrick Smith  
Jamie Smith  
Michael Smith  
Shay Smith  
Tatyana Smith  
Zachary Smith  
Amie Solber  
Kristen Soneson  
Irliner Speights  
Torsten Spooner  
Karri Stafen  
Tiffany Staresinich  
Wendy Stark Riemer  
Michael Stein  
Shantell Steve  
Robin Stoner  
Pamela Strauss  
Shadiyat Sulaiman  
Jennifer Sunnquist  
Susanne Swasey  
Geraldine Szymanski  
Viktor Tabatchyk  
Derek Taylor



Richard Temes  
Angie Temples  
Karen Tertell  
Miranda Thoma  
Frances Thomas  
Mia Thomas  
Bruce Thompson  
Delamie Thompson  
Patricia Thresher  
Gerald Tisdale  
Karen Trafton  
Julia Truman  
Beata Trynieszewska  
Edyta Turowiecka  
Janie Urbanic  
Scott Van Asten  
Tracee Vance  
Roger Vandervest  
Jarrett Vandiver  
Christian Varquez  
Shawn Vasoo Sushilan  
Amarender Venkatapuram  
Michael Vercillo  
Graciela Verduzco  
Philip Vick  
Juanita Villaraza  
Claudette Vitullo  
Kenya Wade  
Michaeleen Wallig  
Jessica Walter  
Regina Wan  
Latisha Ward  
Cleven Wardlow  
Chandala Watson  
Tashae Watson  
Michelle Wayman  
Jennifer Weipert  
Sandra Wenner  
David Wetherbee  
Susan Wicks  
Anna Wietor  
Corrie Wilbeck  
Joellen Wilbur  
James Williams  
Louis Williams  
Monica Williams  
Valerie Williams  
Victoria Wilmore  
Ciara Wilson  
Dwayne Wilson  
Janet Wilson  
Latonia Wilson  
Regina Wilson  
Thomas Wilson  
Amy Winston  
Tavares Winston  
Beth Woessner  
Lauren Wolniakowski  
Grete Wood  
Theresa Woodward  
Kimberli Wright  
Laura Wright  
Natasha Wyatt  
Rui Yao

Emeli Yevu  
Toimee Yong  
Wafa Yousef  
Carmen Yu  
Katherine Yucius  
Qiping Zheng

## 10 YEARS

Sylvia Aguilar  
Donna Ameismeier  
Kim Anderson  
Kathleen Arneson  
Sandra Arroyo  
Elizabeth Avery  
Kimberli Bailey  
Latasha Baker  
Deborah Balaszek  
Debra Ball  
Michael Benson  
Tomora Bester-Jackson  
Billy Blackburn  
Michael Blakely  
Jeffrey Borgia  
William Boyd  
Beverly Brantley  
Maureen Brennan  
Onnie Brewer  
Jennifer Burke  
Tracey Calloway  
Debra Camble  
Aparicio Campos  
Adela Castillo  
Stephanie Cavanaugh  
Alma Cerda  
Sunshine Chavez  
Jadwiga Ciepiela-Miernik  
Galeta Clayton  
Lemenzo Clegg  
Jeannine Cockrill  
Leslie Cohen  
Roger Coleman  
Katherine Colino  
Yanet Colon  
Claudia Corona  
Joyce Corsica  
Julie Cortecero  
Peter Couri  
Laura Crawford  
Meghan Crisp  
Maexseli Cuenca  
Joan Cummings  
Diane Dangerfield  
Julie Danny  
Torrey Davis  
Marilou Daza  
Phyllis De Marco  
Marlina Dealday  
Mark Deaton  
Sara Dieckhoff  
George Dillon  
Teresa Dini  
Lisa Dixon  
Stanton Dodson





Andrea Domas  
Charles Dombrowski  
Bertha Dominguez  
Mary Felder  
Nora Flint  
Roger Ford  
Mary Futrell  
Jill Gabbert  
Maribel Galan  
Armen Gallucci  
Connie Gianaris  
Elizabeth Giannakas  
Carrie Gill  
Jennifer Goldman  
Elizabeth Gonzalez  
Birgit Graf  
Joanne Grigg  
Denise Gritsch  
Yolanda Guajardo  
Meghann Haisch  
Roberta Hansen  
Kamilah Haywood  
Shari Herrera  
Elizabeth Herzan-Taylor  
Franklin Hicks  
Eva Holder  
Cherlyn Holmes  
Beverly Hunt  
Labvah Hussain  
Joel Imel  
Janice Jeong  
Angela Johnson  
Michelle Johnson  
Tricia Johnson  
Michael Jones  
Raynetta Jones  
Regina Jones  
Tricia Kaminski  
Hilary Kanner  
Husai Kelliher  
Erica Kent  
Kathryn Killeen  
Christine Kohlman  
Louis Kraus  
Mary Krause  
Sandra Kroin  
Ann Kupczyk  
Keri Kwart  
Robyn Kyriak  
Annalisa Lacamera  
Christy Ladd  
William Lanier  
Omar Lateef  
Peggy Lee  
Danuta Lewis  
Jun Li  
Roberto Lim  
Lyndsey Lodha  
Mario Lopez  
Kristy Luke  
Renata Lukenda  
Lydia Lutkoff  
Ana Macias  
Andrea Magana

Alicia Maitland  
Danuta Mankiewicz  
Katrina Marshall  
Robert Martinez  
Tenisha McCaskill  
Darlene McGee-Roberts  
Colleen McIntyre  
Nicole McCermott  
Sharon Merriweather  
Annemarie Mesich  
Tondra Miles  
Kelly Modugno  
Maria Morales  
Mario Moric  
Martha Munoz  
Marisa Navarro  
Novina Neal  
Diep Nguyen  
Kristine Nonaka  
Patrick O'Brien  
Tara O'Brien  
Karen O'Connor  
Carlos Olvera  
Debora Ordaz  
Harris Orle  
Bernadette O'Shea  
Kathleen O'Sullivan  
Mae Osunero  
Karine Otten  
Nancy Pabon  
Tracey Parker  
Gourang Patel  
Jennifer Paukstis  
Olimpia Paun  
Patricia Pavia  
Sylvia Perez  
Michael Pew  
Christine Poe-Vasquez  
Bozena Prus  
Yanina Purim-Shem-Tov  
Carline Quander  
Larry Radell  
Joan Radtke  
Maria Ramirez  
Ruta Rao  
Phillip Raskosky

Dewayne Reed  
Perry Ridley  
Jill Riechers  
Getrudis Robles  
Maria Rodriguez  
Colleen Russell  
Hee-Jeong Sampen  
Leticia Santiago  
Dawn Scheuber  
Terry Schuster  
Nicole Sedivec  
Falguni Shah  
Thomas Shannon  
Daniel Sheedy  
Elizabeth Skora  
Andreas Skoubis  
Raquel Sperka  
Laura Sternal  
Alicia Steward  
Reginald Sullivan  
Catrece Summers  
Michelle Sweet  
Mark Tabbut  
Donald Tanis  
Dwayne Tart  
Bethany Thomas  
Loretta Thomas  
Charmaine Thompson  
J. Richard Toleikis  
Lac Tran  
Rhonda Turner  
Crystal Vasquez  
Jennifer Ventrelle  
Denise Voskuil-Marre  
Kristie Vrba  
Karen Wackrow  
Angela Wade  
Zhenxin Wang  
Mark Warchol  
Myron Washington  
Pamela Washington  
Rachel White  
Joann Wielosinski  
Alex Wiggins  
Steven Wightkin  
Calisa Williams

Lisa Williams  
Nataki Williams  
Crystal Wilson  
Glorious Wilson  
Kashawna Wilson  
Karen Wnek  
Charlotte Wright  
Stefanie Wu  
Carolyn Yos  
Jennifer Young  
Lorenzo Young  
Stephanie Young  
Lijuan Zhang

Marie Duval  
Bruce Elegant  
Brent Estes  
Sarah Everakes  
Preston Fairchild, Jr.  
Eileen Fay  
Steven Feinstein  
Cristina Fhied  
Alicia Fielder  
Susan Frick  
Kristin Friker  
Janice Fritsche  
Todd Green  
Unice Hart  
Jane Hasty  
Terri Henderson  
Mary Hernandez  
Mark Hoffman  
Octavia Houser  
Wendy Hronek  
Donica Hughes  
Asif Hussain  
Tatiana Iastrebova  
Brooke Jacobs  
Chad Jacobs  
Shronda Jenkins  
Keith Johnson  
Janice Jones  
Darnell Karim  
Matthew Kemper  
Suchita Kishore  
Joann Kowalski  
Desire Kreczko  
Refik Kulasic  
Nancy Kyei  
Vicki Lacy  
Sharonda Lecoure  
Sheila Levins  
Beverly Logan  
Cheryl Mandell  
Sheri Marker  
Ruben Markosyan  
Shirley Massey  
Arlinda McDearmon  
Mary McEnerney  
*Continued on next page*

15 YEARS

Carrie Aleksion  
Kristin Al-Ghoul  
Rebecca Allison  
Isalia Avila  
Vesna Berberijan  
Manuel Borce  
Delia Bozin  
Susan Breakwell  
Sedija Brkic  
Jacqueline Burgess  
Alejandrina Cabrera  
Miguel Canchola  
Audrey Carter  
Alma Casas  
Thomas Cervantes  
Jyothirmai Cheerale  
Kara Clemente  
Jack Cohen  
Larry Coldiron  
Karen Coleman  
Cedell Cook  
Christina Cration  
Lourdes Crespo Ruiz  
Joyce Crockett  
Darnell Dahe  
Desiree Deleon  
Nancy Di Fiore  
Anna Dobrzycka-Spitzner  
Ervette Donahue  
Carrie Drazba





# Employee Anniversaries

Continued from page 7

Danielle Mele Arends  
Jacqueline Metcalfe  
Celeste Michals  
Ralph Morack III  
Teresa O'brien  
Maureen O'connor  
Christopher Olevich  
Karin Organ  
Carmela Panaligan Reyes  
Elaine Petrakis  
John Pontarelli  
Diana Powers  
Laurie Proia  
Catherine Provenzano-Marquez  
Terrill Reynolds  
Lynette Richter  
Daniel Rosenthal  
David Rothenberg  
Jennifer Rousseau  
Richard Rozoff  
Josette Sacco  
Julia Saucedo  
Bettie Scales  
David Schwartz  
Salvatore Scianna  
Olga Serakos  
Najia Shakoor  
Boja Simic  
Dragan Simic  
Martha Siomos  
Debra Sloman  
Rosemarie Slowikowski  
Sandra Smith  
Margaret Smock  
Christine Spaletto  
Barbara Swanson  
Karen Tamulonis  
Rita Tharpe  
Thomasine Thurman  
Nancy Trevino  
Jill Volk  
Janie Voyles  
Paxton Walker  
David Walner  
Stephanie Wang  
Matthew Watkins  
Keith Williams  
Lynette Wilson  
Tina Wright  
Darnetta Young  
Eric Zack  
Mary Zack  
Hsiao Zheng

## 20 YEARS

Lolita Allison-Reynolds  
Guadalupe Alonzo  
Emmanuel Anderson  
Valencia Auterberry  
Llanie Basco  
Kathleen Beaudoin  
Elizabeth Berry-Kravis  
Thomas Betlej  
James Bremer  
Elizabeth Breunig  
Gwendolyn Brown  
Lela Buckingham  
Judith Bustos  
Alison Canto  
Yong Chen  
Vladimir Cherny  
Nathaniel Davis  
Balvina Del Carmen  
Joseph Di Santo



Elson Equina  
Luis Feliciano  
Karen Fisher-Doyle  
Katherine Flens  
Jeffery Fox  
Enrique Galva  
Ben George  
Michelle Gray  
Liesi Hebert  
John Henricks  
Patricia Holden  
Calvin Holton  
Michelle Houston  
Erica Howard  
Joy Jacob  
Joshua Jacobs  
Phillip Jacobson  
Vickye Jones  
Michele Kannin  
Peter Kaszuba  
Andrew Kiwiet  
Santosh Ladsaria  
Sue Leurgans  
Janie Lewis  
Antonia Lopez  
Jaime Lopez  
Marilyn Maiers  
Jill Malan  
Timothy Mayerhofer  
Patricia McCarthy  
Linda McClintock  
Amanda McGee  
Martha Morris  
Precious Morris  
Jeanine Murphy  
Diana Mutia  
Thomas Nagan  
Mohammed Naveed  
Linda Newman  
Kenneth Nunn, Sr.  
Carmen Olvera  
Loreen Pappas  
Helen Park  
Richard Peach  
Bertha Perez  
Arthur Proctor  
Cynthia Redmond-Shade  
Savithri Roberts  
Lisa Robinson  
Elizabeth Ruiz  
Veronica Saucedo  
Joann Sears Pierce  
Jodie Senffner  
Kathleen Shannon  
Marylee Siemplinski  
Yuvonka Sisson  
Marianne Smith  
Deborah Spears  
Ruthie Stevenson  
Tonnie Sutton  
Gabriella Szabo-Csicsai  
Tasha Taylor  
Jay Terry  
Michelle Thomas  
Luis Tirado  
Danica Uzelac  
Donna Vainisi

James Veselsky  
Jean Walker  
Curtis Wallace  
Michael Wheet  
Elaine Wilkerson-Griggs  
Patricia Williams  
Jin Ye  
Brian Zmuda  
Victor Zurczak  
Radana Zurina

## 25 YEARS

Elizabeth Baker  
Vickie Bowden  
Gregory Bragg  
Georgia Branch  
Olga Bugarin  
Zena Carr  
Leonor Carrasco  
Marilyn Casica  
John Clark  
Anita Crosby  
Margaret Crozier  
Annette Dabney  
Barbara Dantzler  
Georgetta Davis  
Laverne Dorsey  
Kambiz Dowlatshahi  
Deborah Duncan  
Maribeth Flaws  
Debra Fleischman  
Dennis Garden  
Cathryn Graves  
Rhonda Harbin-Rucker  
Suberina Harland  
Lionell Harris  
Robyn Hart  
Laura Jaimes-Covarrubias  
Karen Johnson  
Michelle Kirkman  
Frances Lee  
Krista Martin  
Barbara Mascitti  
Reginald McKinnie  
Jeffrey Mensink  
Shirley Moore  
Jesus Naba  
Lynetta Neverns-Thomas  
Doreen Portugal  
Roxanne Puttrich  
Janet Radney  
Gina Riley  
Isaias Samano  
Deborah Sarno  
Scott Schoppe  
Linda Skaggs  
Tammy Smith Talbot  
Estella Smith  
Wendell Stanton  
Stella Stefanska  
Chanel Tell  
Reggie Thomas  
Linda Van Dorf  
Lajeune Vaughn  
Laura Vaught  
Nadine Wengroff



## 30 YEARS

Mattie Anderson  
Margaret Augustine  
Alegria Bacerdo  
Cynthia Bell  
Judy Beverly  
Christie Cannon  
Idella Carr  
Richard Casey  
Eddie Collins  
Jeanette Cunningham  
Wilma Dixon  
Deborah Drozd  
Joseph Egyud  
Scott Elget  
Debra Gatewood  
Christine Gavin  
Twanta Ingram  
Phyllis Jones  
Michael Kade  
Barbara Leazzo  
William Leslie  
Cheryl Liggett  
Sally Lipson  
Celine Lisikiewicz  
Sharon Manson  
James Massey  
Nathaniel Matthews  
Margaret Matuszewski  
Heriberto Montes  
Bill Nguyen  
Ann Pape  
Bernard Peculis  
Lynn Pelletier  
Laura Predl  
Bill Richert  
Sandra Rogers  
Pamela Rohde  
Atea Rome  
Bruce Scariano  
Arlene Schilling  
Susan Shott  
Linda States  
Lawrence Strain  
Karen Tsaparis  
Eric Turner  
Wayne Washington  
Laserik Webster  
Kenneth Wilhan  
Bobby Williams  
Elizabeth Wims  
Thomas Witt  
Phillip Zagone

## 35 YEARS

Carmelita Angeles  
Alfred Ayala  
Reneta Chwalisz  
Jesse Cisneros  
Hope Clarke

Linda Curry  
Daryl D'Amato  
Mira Davis  
Dolores Dixon  
Diane Downs  
Carol Ferdon  
Peter Fink  
Charles Flanagan  
Christine Frank  
Judy Friedrichs  
Diane Genaze  
Christopher Goetz  
Pamela Hagen  
Rollyander Hall  
Cheryl Harris  
Sara Hasson  
Kevin Kissane  
Norene Lanuti-Shader  
Margaret Markosek  
Clare Mason  
Margaret McLaughlin  
Richard Odwazny  
Louise O'Neill  
Rolando Pagsisihan  
Randolph Portlock  
Judith Ranallo  
Susan Rozek  
Jan Schmidt  
Catherine Shed  
Diane Sowa  
Helen Suzuki  
Wanda Varnadoe  
Lou Williams  
Ray Williams

## 40 YEARS

Leila Denning  
Josephine Favre  
Jan Fawcett  
Ann Fisher  
Gregorio Gomez  
Bradley Hinrichs  
Thomas Hoepfner  
Lillian Humphries  
Joyce Keithley  
Philip Liebson  
Judy McCann  
Stephen Menzynski  
Donald Palmer  
Wilbur Raske  
Robert Urban

## 45 YEARS

Betty Carr  
Michael Coleman  
Alexander Doolas  
Pearlie Henson  
Alfonso Hoskins  
Betty Young

Please note: The Founders Day list does not include employees' academic degrees. Human resources has made every effort to ensure that this list is as accurate as possible. If you have any questions, please contact human resources at ext. 2-5916.



# NEWSrounds

## RUSH AGAIN PLACES AMONG COUNTRY'S TOP HOSPITALS IN U.S. NEWS & WORLD REPORT RANKINGS

*U.S. News & World Report* once again has recognized Rush University Medical Center as being among the top hospitals in the country in its annual "America's Best Hospitals" issue. *U.S. News* ranked the Medical Center among the top 50 programs in the country in 11 of 16 categories, an increase from the 10 categories in which Rush ranked last year. Rush is ranked higher than any other Illinois hospital in orthopedics, geriatrics and nephrology.

The "America's Best Hospitals" issue was published in mid-August. The results also are available online at [www.usnews.com/best-hospitals](http://www.usnews.com/best-hospitals).

The following Medical Center programs were included in the rankings:

Orthopedics, No. 11

Geriatrics, No. 12

Neurology and Neurosurgery, No. 17

Nephrology, No. 18

Cardiology and Heart Surgery, No. 21

Urology, No. 22

Gastroenterology, No. 44

Ear, Nose and Throat, No. 46

Gynecology, No. 46

Pulmonology, No. 47

Diabetes and Endocrinology, No. 49

Nephrology and urology achieved a significant improvement in their respective rankings from last year. The geriatrics and cardiology/heart surgery programs both saw increases in their rankings as well. Gastroenterology, and diabetes and endocrinology each returned to the top 50 this year.

Rush was among a very small number of hospitals nationwide that ranked in 11 or more categories. This accomplishment is particularly noteworthy when you consider that only 148 of nearly 4,800 hospitals in the United States — approximately 3 percent — were ranked in even a single specialty category.

In addition, this June, *U.S. News'* 2012-13 "Best Children's Hospitals" rankings included Rush Children's Hospital in two of 10 categories, an increase from one last year. Rush Children's Hospital was ranked 38th in gastroenterology, up significantly from last year, and neonatology was ranked in the top 50 for the first time, at 45th.

To determine the "Best Hospitals" rankings, *U.S. News* weighs factors such as mortality, breadth of services and technology available. Various quality-related measures such as patient volumes, nurse and intensivist staffing levels, and safety are considered. Peer physician reputation is a factor, as are other noteworthy recognitions such as nursing Magnet status. Rush's designation as a Level 4 Epilepsy Center by the National Association of Epilepsy Centers, a National Institute of Aging Alzheimer Center, and accreditation by the Foundation for the Accreditation of Cellular Therapy (FACT) also factored in the ratings.

*U.S. News* says that the purpose of the "America's Best Hospitals" issue is "to help those [patients] who need an unusual degree of skilled inpatient care decide where to get it, especially when there's time to make a choice. Other ratings and rankings typically examine how well hospitals perform fairly routine procedures ... [but] to be nationally ranked



*Zahid Amin, MD, director of the hybrid catheterization lab (left) and Ziyad Hijazi, MD, MPH, director, Rush Center for Congenital and Structural Heart Disease (right), in Rush's hybrid operating room and catheterization lab.*

[by *U.S. News*], a hospital must excel across a range of tough cases within a given specialty."

"Rush continues to do great work in a broad spectrum of categories, and these rankings are representative of the outstanding quality of care provided at the Medical Center," says Larry Goodman, MD, Rush CEO. "I'm grateful to everyone who works at Rush for helping make this achievement possible."

### Medical Center Again Named Leader in LGBT Healthcare Equality

Rush also recently received another important honor. For the fourth consecutive year, the Medical Center has been named a leader in LGBT Healthcare Equality in the Healthcare Equality Index (HEI) report, an annual survey of U.S. hospitals regarding treatment of lesbian, gay, bisexual and transgender (LGBT) patients, and their families and hospital employees.

Rush is one of only five hospitals in the nation that the survey has ranked as a leader for four or more consecutive years, and one of only three in Illinois that met all of the survey's

main criteria this year. The survey's 122 respondents represented 407 health care facilities nationwide.

The HEI survey is administered annually by the Human Rights Campaign (HRC) Foundation, the educational arm of HRC, the country's largest LGBT civil rights organization. The survey evaluated hospitals on the basis of key indicators of equitable treatment, including nondiscrimination policies for LGBT patients and employees; visitation policies that grant same-sex partners and parents equal access as different sex partners and parents; and training in LGBT patient-centered care for key staff. The 2012 Healthcare Equality Index is available online at [www.hrc.org/hei](http://www.hrc.org/hei).

"Rush is proud to have been among the earliest leaders in health care equality and to have maintained that leadership since 2009," Goodman says. "It reflects our overall commitment to fostering a culture of respect, inclusion and equal treatment for patients, visitors and employees from all the diverse groups that make up our Rush community."

## I CARE, I CLEAN PROMOTES GOOD HAND HYGIENE AT RUSH

Rush employees care about our patients, which is why they're excited about I CARE, I Clean — a new effort to remind every one at Rush about the importance of clean hands.

As part of the I CARE, I Clean campaign, employees from throughout Rush shared their thoughts about how they practice good hand hygiene and why it's important. Here's what they had to say:



"I use hand sanitizer to make sure I'm not spreading any germs. It not only protects me, but also protects our patients."  
— Reggie Thomas, transport specialist, Hospital Transport Services



"Infections can be prevented by cleaning our hands. Hand sanitizer dispensers throughout Rush buildings make it easy to clean our hands before we enter a patient's room and again after we exit."  
— Victor Divila, patient food service associate, Food and Nutrition Services



"Keeping your hands clean is the easiest way to stop the spread of germs and infection. I clean my hands each time I enter a patient room, each time I come out of a patient room, before I put on gloves and after I take gloves off."  
— Henrietta Bunch, environmental services specialist, Environmental Services



"I think it's important to clean your hands inside the room in front of the patient so that they know you did it, and then clean your hands outside of the room when you leave so that you are certain you won't spread any germs to another area or person."  
— Richard Abrams, MD, hospitalist



"Our fragile premature babies can't ask us to clean our hands. We need to be advocates for them. Good hand hygiene is the No. 1 way to prevent infections."  
— Anne McLaughlin, RN, neonatal intensive care unit

*To promote the I CARE, I Clean effort, Rush created an educational video set to music and featuring employees from throughout the Medical Center. The video was released in May and can be viewed on YouTube at <http://tinyurl.com/RushHandHygiene1>.*



# Meds & Machines

## RUSH PHARMACY IMPLEMENTS NEW TECHNOLOGY TO ENHANCE PATIENT SAFETY

About 2,500 prescription medications are in use at Rush. Some are given to multiple patients daily, while others only are used rarely. Making certain that each of these medications is administered to patients correctly is a crucial part of patient safety and providing high-quality care.

To make the use of these medications safer and more efficient, Rush has implemented new technology, including a bar code scanning system to ensure medications are dispensed properly, a robotic system for preparing intravenous (IV) medications, and a telepharmacy [video monitoring] system to make sure that infusion treatments are prepared correctly.

“We’ve been significantly upgrading the technology we have to make certain we have safer systems in place that eliminate any chance of human error,” says Kevin Colgan, MA, director of pharmacy.

### Safety in Numbers

Late last year, the pharmacy department implemented the bar code system, which verifies the correct medication is being delivered in each step along the way, from the pharmacy’s location in the basement of the Atrium Building to inpatient units throughout the Medical Center, including the Tower, Atrium, Johnston R. Bowman Health Center and Rush Children’s Hospital.

This process begins with the bar codes on the container of most medications delivered to the Medical Center being scanned as they are loaded into a computerized medication storage carousel in the pharmacy department. “We place each drug that we receive into a location in the carousel that is specifically reserved for that drug, so we don’t have mustard in ketchup bins, so to speak,” Colgan says. Nearly 100 percent of the ready-to-administer medications used at Rush are stored in the carousel and bar-coded.

When a prescription is entered into Epic (the patient’s electronic medical record), a pharmacist checks it to make sure it’s appropriate for the patient and free of risks associated with drug allergies, drug interactions or incorrect dosage levels.

Once the pharmacist has approved the prescription, it’s removed from the carousel, and the bar code is scanned again to confirm it’s the correct medication. Then the medication is delivered to the patient’s unit in the hospital, where it’s placed into one of the 159 automated medication cabinets at Rush, each of which has the capacity to hold about 400 different drugs. “When a pharmacy technician scans the bar code, the cabinet opens and the lid of the correct compartment for the drug flips open for the technician to put the drug into,” Colgan says.

When a nurse on the unit needs a drug to give to a patient, the nurse enters the patient’s name into the medication cabinet control system and selects the drug from a list of the patient’s prescriptions displayed on a screen. The compartment then opens. “The nurse cannot select the wrong medication, because only the correct drawer can open,” Colgan says.

Rush is in the process of expanding the system so that eventually a final check will be made using both the bar code and each patient’s identification bracelet to confirm the right patient is receiving the right drug.



Kevin Colgan, MA (foreground), in the Rush pharmacy; behind him, colleagues load medications into the pharmacy’s computerized storage carousel (at right).

### A Robot for the Kids

Safeguarding the administration of a patient’s medications becomes even more challenging when IV drugs are being used. In the past, a pharmacist would verify the amount of an IV solution by visually checking the milliliter markings on an IV syringe or an IV bag. The task is particularly tricky when preparing an IV medication for pediatric and neonatal patients, whose low and widely varying body weights require that the drug amount be specially measured.

To meet this need, this February the pharmacy acquired the \$950,000 Robotic IV Automation (RIVA) system. RIVA determines the correct amount of a solution by weighing it as it’s drawn and comparing that measure to the weight of the medication recorded in its database. RIVA also weighs the IV syringe or bag prior to filling it to take their weight into account.

In the course of preparing an IV medication, the RIVA system performs 17 different safety checks to assure the correct dosage.

Rush is the first medical center in the Midwest, and one of only 19 nationwide, to adopt the RIVA

system, which to date has prepared more than one million IV solutions without error. Following testing of RIVA’s preparation for accuracy and long-term stability, the pharmacy began using the robot to prepare antibiotic IVs in April. After expanding to preparation of anesthesiology medications this month, the pharmacy will begin using the robot to prepare IVs for pediatric and neonatal patients.

“The pharmaceutical industry doesn’t commonly make specific doses of medications for these tiny patients, so we are repackaging adult medications for them. While we have a lot of safeguards in place already, RIVA will help us ensure even better accuracy for our young patients,” Colgan says.

### Picture Perfected

Rush also has taken steps to safeguard the human preparation of infusion medications by implementing a telepharmacy system in February. The system currently is in use in rheumatology and gastroenterology practices at Rush, and it eventually will be expanded to include the preparation of chemotherapy infusions for cancer patients.

When preparing an infusion, a nurse selects the medication and scans the bar code to assure it is the correct medication for the patient. While mixing the drug, the nurse photographs each step of the process, using a foot pedal to prompt a camera at the preparation station. These photos, including a picture of the medication label, are sent immediately to the central pharmacy via the Internet so that a pharmacist can review the process and make certain it was performed correctly. Only after the pharmacist has approved the drug’s administration will the infusion be given to the patient.

“Rush already had an excellent record of medication safety,” Colgan says. “The addition of our bar code, robotic and telepharmacy systems further increase the safeguards we have in place to prevent medication errors from occurring. Investing in these new technologies is part of the Medical Center’s commitment to providing the safest, highest-quality care for our patients.”

To learn more about Rush’s commitment to quality care, please visit [www.rush.edu/quality](http://www.rush.edu/quality).



Shirish Shah, pharmacy technician, loads medications into the pharmacy’s medication carousel.



The pharmacy’s RIVA system prepares an IV solution.

## NEWSrounds

September 2012

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**RUSH**  
Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.



# NEW PEDIATRIC SURGEONS ENHANCE CARE FOR CHILDREN AT RUSH

Two pediatric surgeons joined Rush this past winter, expanding the Medical Center’s capabilities to provide care for extremely ill children with complex health needs. Srikumar Pillai, MD, is the director of the Section of Pediatric Surgery and an associate professor in the Department of General Surgery. Thomas R. Weber, MD, is a pediatric surgeon in the Section of Pediatrics and a professor of general surgery. Their arrival marks the beginning of a new era of pediatric surgery at Rush.

Pillai came to Rush from John H. Stroger, Jr. Hospital of Cook County, where he was chief of the Division on Pediatric Surgery. He focuses on liver and biliary tract

diseases in infants and children. Weber was professor and chief of pediatric surgery at Cardinal Glennon Children’s Hospital in St. Louis for 20 years and pediatric surgeon-in-chief at Albany Medical College in New York. His clinical expertise is in neonatal surgery and pediatric oncologic surgery.

Pillai’s research interests are in congenital anomalies, neonatal surgery, necrotizing enterocolitis (a gastrointestinal disease that mostly affects premature infants and causes destruction of part or all of the bowel) and intestinal reperfusion injury (tissue damage in the intestine due to blood supply problems). Weber’s research expertise is in pediatric surgery outcomes.

Since their arrival, Pillai and Weber have been performing 10 – 15 operations a week, split evenly between outpatient procedures and inpatients. They receive referrals from internal sources, including neonatology, pediatric gastroenterology and pediatric oncology, as well as outside sources like pediatricians and emergency rooms.

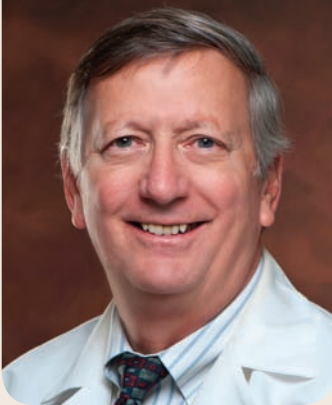
“In our short time here, we’ve built relationships with referral sources from all areas of the greater Chicago metropolitan area,” Weber explains. “Additionally, because of our special interest in chest wall deformities and congenital bowel problems, we have patients from downstate



Srikumar Pillai, MD

Illinois, Missouri, Omaha, upstate New York and other states who travel here for care.”

“Being a referral center, we tend to see patients who others cannot care for or who have had unsuccessful operations elsewhere,” Weber says. “We see a lot of newborns because of multiple anomalies that require operations. We work closely with our neonatology colleagues in the timing of the procedures, frequently involving multiple surgical services.”



Thomas R. Weber, MD

Their collaborative efforts have been paying off and they already are on their way to seeing their goals realized. “Part of our role will be to try to expand the services of Rush’s pediatric subspecialists out to the community,” he explains. “We also want people to know about technological advances that are available here at Rush, such as laparoscopic surgery, single-site surgery and robotic surgery — all for kids.”

To learn more about these physicians, please visit [doctors.rush.edu](http://doctors.rush.edu).

## People News

### Appointments

Rush has a unique organizational structure in which the academic and clinical components of its mission come under one board of trustees and one management team. To take further advantage of this dynamic and efficient structure, Rush has made the following appointments.

**J. Robert Clapp, MHSA, FACHE**, has been appointed executive vice president. He will retain his current role as executive director, Rush University Hospitals.

**Thomas A. Deutsch, MD**, remains provost of Rush University, a title that is now equivalent to Clapp’s title and reflects their status as institutional peers. Deutsch also will continue as dean of Rush Medical College. He will lead the academic components of Rush’s mission, and Clapp will be the primary leader of clinical operations, including hospital and ambulatory services.

Rush also has appointed **David A. Ansell, MD**, senior vice president for clinical affairs. He also will retain his role as chief medical officer and associate dean of clinical affairs for Rush Medical College. Ansell’s expanded role will include oversight for all inpatient and outpatient clinical activities. He will report jointly to Deutsch and Clapp.

Rush University has appointed **Cynthia E. Boyd, MD, MBA**, as the assistant dean for admissions and recruitment of Rush Medical College. Boyd is a vice president and the chief



compliance officer at Rush, and she also has previously served as director of medical staff operations for 15 years. She is a fellow of the American College of Physicians and the immediate past chair of the Rush Medical College Committee on Admissions.

**Mary Davis, PhD(c), CENP**, has joined the Rush University Cancer Center as administrator of the center and as the administrator of the oncology service line at Rush. Davis comes to Rush from BE Smith, a health care recruitment and consulting firm in Lenexa, Kan., where she provided senior leadership and consulting expertise to various health care organizations. Prior to that position, she was at Prince William Hospital in Manassas, Va., where she served as the vice president of nursing/chief nursing officer.

Rush University has selected **Mark Foreman, PhD, RN**, chairperson, Department of Adult Health and Gerontology, Rush University College of Nursing, to serve as acting executive associate dean as the college reviews essential components of the administration of academic affairs. Foreman also will continue in his position as chairperson. **Elizabeth Carlson, PhD, RN**, associate professor, College of Nursing faculty, will assist him with department leadership during this interim period.

Rush has appointed **Ajay Nehra, MD**, as vice chairperson, professor, and director of men’s health in the Department of Urology. Nehra comes to Rush from the Mayo Clinic in



Rochester, Minn., where he served as professor of urology. He is currently the president-elect of the International Society of Men’s Health and also is the editor of the *Journal of Men’s Health*.

Rush University has appointed **David L. Vines, MHS, RRT, FAARC**, as chairperson of the Department of Respiratory Care in the College of Health Sciences. Over the last three years, Vines has served as acting chair of the department, developing and implementing the new

respiratory care program. Prior to his appointment at Rush, Vines served as associate professor and interim chair and program director for the Department of Respiratory Care at the University of Texas Health Science Center at San Antonio, Texas, where he also helped create and direct a comprehensive outpatient rehabilitation facility.

### Kudos

The American Nurses Credentialing Center (ANCC) Board of Directors has appointed **Cynthia Barginere, RN, DNP, FACHE**, vice president, chief



nursing officer, to the Commission on Magnet Recognition Program. She is the commission’s American Organization of Nurse Executive representative, a term that runs from July 1, 2012 through June 30, 2016. The ANCC Magnet Recognition Program provides staff support to the commission and has the overall responsibility for the administration of the program.

The American College of Physicians (ACP) has elected **Marie T. Brown, MD, FACP**, as governor of its Illinois northern region.



Brown is a private practitioner in Oak Park and an assistant professor of medicine at Rush. The ACP is the second largest physician group in the country, with more than 120,000 members. Brown is the first female governor for the Illinois northern region, which is made up of more than 4,600 members.

**Jason Ong, PhD**, assistant professor, Department of Behavioral Sciences, received the 2012 Society of Behavioral Sleep Medicine’s



Early Career Distinguished Achievement Award. This award recognizes scientists who’ve made significant contributions to behavioral sleep medicine.

The American Urological Association (AUA) recently named **Dennis Pessis, MD**, associate chairperson, Department of Urology, as the president of its board of directors. Pessis has been a member of AUA since 1982. His term will last a year until next May.

The Society of Chest Pain Centers recently elected to its board of trustees **Gary Schaer, MD**, director, cardiology research and strategic development, and professor of medicine.



In related news, the American Heart Association elected Schaer to serve on its Chicago board of directors.

**Rush University Medical Center** received an outstanding achievement award from the Commission on Cancer of the American College of Surgeons. The Rush University Cancer Center is one of 106 accredited cancer programs across the country. This is the third consecutive time that Rush has received this honor.

**Rush University Medical Center and Rush Oak Park Hospital** received top grades for patient safety in a nationwide evaluation of hospitals. The study was conducted by the Leapfrog Group, a national not-for-profit organization that promotes health care safety and quality improvement. Both hospitals received an A grade. These scores represent the hospitals’ overall performance in keeping our patients safe from medical and medication errors, infections and injuries. To learn more about this study, please visit [www.hospitalsafetyscore.org](http://www.hospitalsafetyscore.org).

## RESEARCH AT RUSH RECEIVES ‘GOLD STANDARD’ ACCREDITATION

The Association for the Accreditation of Human Research Protection Programs (AAHRPP) has awarded Rush full accreditation for the next three years. Rush is one of the first academic medical centers in Illinois to receive this accreditation.

AAHRPP accredits organizations that conduct human research and demonstrate that their protections for research participants exceed the safeguards required by the U.S. government. Over the past 10 years, only 172 institutions have earned AAHRPP’s accreditation, which is widely regarded as the gold standard worldwide.

“This accreditation is an important external endorsement by the people who benchmark research for the nation that Rush’s approach to research meets national best practices,” says Larry Goodman, MD, Rush CEO.

“AAHRPP certification reaffirms that Rush is fully compliant with best research practices and demonstrates our strong commitment to protecting research participants and promoting high-quality research,” says James Mulshine, MD, associate provost and vice president for research at Rush.

To read more about the AAHRPP accreditation, please visit [www.rush.edu](http://www.rush.edu) and search for AAHRPP.



## PROGRAMS FOR HEALTH AND AGING

### ADVANCES IN TREATMENT FOR PROSTATE CANCER

Tuesday, Sept. 11, 6 to 8 p.m.; Armour Academic Center, Room 994  
The Coleman Foundation Comprehensive Prostate Cancer Clinic at Rush includes a urologist, medical oncologist and radiation oncologist in order to provide care in a comprehensive way. Join this group of physicians to learn about exciting treatments for prostate cancer, such as TomoTherapy and the da Vinci robotic surgery system.

### DIAGNOSIS OF AND TREATMENT FOR HEART FAILURE

Thursday, Sept. 20, 6 to 8 p.m.; Armour Academic Center, Room 976  
Patients with advanced heart failure need specialized, top-quality care to help their hearts function better. The Advanced Heart Failure, Transplant and Mechanical Circulatory Support Program at Rush provides the gold standard in heart failure treatments from internationally renowned cardiac surgeons and cardiologists. Join specialists at Rush to learn more about the diagnosis and treatment for heart failure.

To register for either of these events or for more information, please call (888) 352-RUSH (7874) or visit [www.rush.edu/events](http://www.rush.edu/events).

## RUSH TOWER TOURS

Tours of the Tower for patients and visitors are given on the first and third Friday of each month. Tours on the first Friday of each month begin at 10 a.m. Tours on the third Friday of each month begin at 1 p.m.

Each walking tour, which lasts approximately one hour, takes visitors to the following areas: the Edward A. Brennan Entry Pavilion; the fourth floor “main street,” which includes patient and visitor amenities such as a gift shop, quiet area and outdoor rooftop garden; and a patient room in the Herb Family Acute and Critical Care Tower.

Because space is limited, registration is required. For more information, visit [www.rush.edu/towertours](http://www.rush.edu/towertours).

To register, please call the Rush Physician Referral Service at (888) 352-RUSH (7874) or visit [www.rush.edu/events](http://www.rush.edu/events).

## PROBIOTICS AND PREBIOTICS: THE FACTS ABOUT FRIENDLY BACTERIA

*At Rush, keeping people healthy includes helping Rush staff, employees, students and volunteers lead healthy lifestyles. As part of that effort, Anne Coltman, MS, RD, LDN, a clinical dietitian at Rush, offers tips on healthy eating and activity.*

Although bacteria generally have a bad reputation, there’s been a lot of buzz lately about the health benefits of probiotics, or “friendly bacteria,” and prebiotics, which promote the growth of these bacteria. But what exactly are they, and why are they helpful?

Probiotics are active, live cultures that, when administered in adequate amounts, help reintroduce or change bacteria in the intestine. Research suggests probiotics may help maintain healthful bacteria in the intestines and also may improve immune health. Probiotics often are found in yogurt but also are present in other dairy products, and now are found in specially fortified items such as juice and as supplements.

Prebiotics are nondigestible carbohydrates that stimulate the growth of good bacteria in the intestines and help protect the intestine from unfriendly bacteria. Prebiotics also can complement the actions of probiotics and help feed the

healthy bacteria introduced into the gastrointestinal tract.

Unlike probiotics, prebiotics are not living bacteria themselves. Instead, they are usually fibers, like insulin, and are found in a variety of foods, including asparagus, garlic, leeks and artichokes. Prebiotics, like probiotics, also now are being added to many food products, including fiber bars, cereals, drinks, and yogurt. Synbiotic products, such as kefir (a fermented mild drink that’s become popular in recent years), combine both probiotics and prebiotics, as they contain live bacteria and substances to help healthy bacteria grow.

Probiotics and prebiotics in general are considered safe, but individuals with a compromised immune system should seek physician approval before eating foods that contain them. Few people experience negative side effects, and these foods often can be added

safely to your diet. However, supplements containing probiotics and prebiotics do not undergo the same testing and approval as prescription drugs. There is also no guarantee that the items listed on the label are actually in the product. Therefore, it is important to check with your physician before taking supplements containing these items.

*If you have questions about probiotics and prebiotics, or if you would like to speak to a registered dietitian, please call (312) 942-5926.*



## TRUEBEAM OFFERS CANCER PATIENTS INCREASED HOPE, REDUCED RISK

Noreen Tyson’s breast cancer had spread to her brain, and so she underwent an advanced radiation therapy procedure that became available at Rush this past March. Tyson, a 50-year-old resident of Bloomington, Ill., was one of the first patients at Rush to receive treatment with a new imaging and radiosurgery treatment system called TrueBeam.

TrueBeam offers patients enhanced therapeutic benefits with decreased risk. It targets selected tumors with one to five radiotherapy treatments that combine very large individual doses that increase the likelihood of controlling the tumors with levels of precision that greatly reduce the risk of damage to normal tissues.

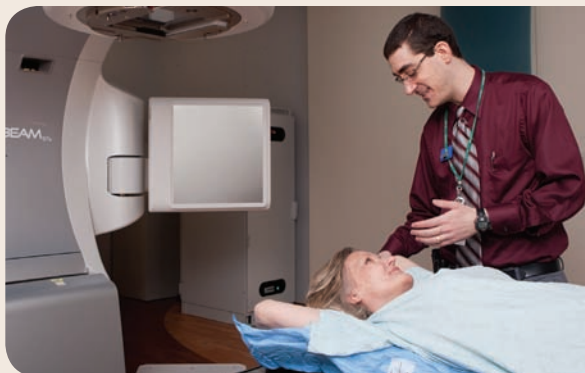
“TrueBeam can be a good option for patients with inoperable or surgically complex tumors, as well as those seeking an alternative to conventional cancer surgery or more conventionally fractionated and delivered radiation therapy,” says Aidnag Diaz, MD, radiation oncologist at Rush and medical director of the new program, called Rush Radiosurgery.

Chosen over other platforms for its versatility, speed and precision, TrueBeam can be used to treat tumors virtually anywhere in the body, as well as certain other conditions such as trigeminal neuralgia (a nerve disorder that causes electric-shock-like pain in parts of the face) and arteriovenous malformations (abnormal connections between veins and arteries) of the brain.

### Increased Precision in Less Time

During treatment, the TrueBeam machine rotates around the patient to deliver radiation with a beam aimed directly at the tumor site and sculpted to match the 3-D shape of the tumor. To further protect surrounding tissue and critical organs, it performs accuracy checks measured in increments of less than a millimeter every 10 milliseconds throughout each treatment session.

These sessions last about one-third of the time that previous machines took to deliver the same dose of radiation, offering improved patient comfort and, as



*David Sher, MD, MPH, attending physician, radiation oncology (standing), is among the radiation oncologists at Rush who are using TruBeam to treat patients with a variety of cancers.*

a result, improved safety. “With a treatment that generally takes 30 minutes instead of an hour for similar treatment, there is less statistical chance that the patient will move, shifting the intended target,” Diaz notes. Moreover, the system uses advanced imaging and mathematical models to predict and respond to the involuntary movements of internal organs.

“With this kind of precision, tissues next to the tumor are not affected,” Diaz says. “We can kill a tumor in the brain with no sensory or motor deficits, a tumor in the lung without damaging the bronchi or esophagus, a tumor in the spine without damaging the spinal cord. TrueBeam exemplifies our mission to provide patients state-of-the-art cancer treatment options and the highest quality of care.”

TrueBeam became available at Rush just as Tyson was contemplating a new round of treatments for tumors found in her brain. She jumped at the opportunity to undergo treatment. “It was a piece of cake,” Tyson says. “It was much easier, quicker and more comfortable than other treatments I had undergone, and it treated the tumors without damaging any other tissue.”

Tyson says coming to Rush is worth the trip. “This is the only hospital I will go to because of the doctors, technicians — everyone,” she says. “I love Rush.”

*For more information or to refer a patient to Rush Radiosurgery, call (312) 942-4600 or visit [www.rushradiosurgery.com](http://www.rushradiosurgery.com).*

## LUNG CANCER SCREENINGS WOULD SAVE LIVES

While regular screening for breast, colorectal and cervical cancers is standard practice, lung cancer screening is not, even though more Americans die of lung cancer each year than these other cancers combined.

Recently, results of a large, randomized, controlled trial led by James L. Mulshine, MD, vice president and associate provost, showed that screening with low-dose spiral computed tomography (CT) not only reduces lung cancer deaths but would cost insurers less than colorectal, breast and cervical cancer screenings. The study was published in the April issue of the journal *Health Affairs*.

“The core of our cost-benefit calculation was a stage-shift model, in which an intervention — in this case, lung cancer screening — shifted the distribution of stages of cancer,” the researchers write. “The consequence of the stage shift was that more lung cancers were detected at an earlier stage. This leads to more people cured of or living with cancer, and to treatment costs that are earlier and lower, both changes that are quantified by our calculation.”

Low-dose spiral CT is a rapidly evolving, commonly available, advanced imaging technology in which X-ray detectors rotate around the body to produce a 3-D image of internal structures. Today, a full low-dose spiral CT lung cancer screening can be completed in a few seconds.

Several studies of symptomless people at high risk for lung cancer showed that low-dose spiral CT can detect early stage disease. A national study of 54,000 people ages 55 to 74 at high risk for lung cancer demonstrated that use of three annual screens with low-dose spiral CT was associated with a 20 percent reduction in cancer-related death, compared with surgical removal of the tumor alone.

“Our study suggests opportunities for the efficient implementation of lung cancer screening, which would involve insurers, selection of high-quality providers, and use of ‘best published practices’ for managing clinical aspects of screening, along with rigorous tracking of outcomes. The goal would be to ensure achievable standards for quality and cost,” the researchers say.





## Setting Spines Right

### MINIMALLY INVASIVE SURGERY AT RUSH RELIEVES PAIN, RESTORES MOBILITY

A head-on car collision 31 years ago left Gail Goldasich with a degenerative spinal condition, which in the last few years had worsened to the point where she couldn't even bend down without experiencing severe pain. In addition to hindering her overall quality of life, the pain made it increasingly difficult for Goldasich to do her job inspecting gas mains throughout Northern Illinois for Nicor Gas.

"I do a lot of walking and a lot of bending, going in and out of ditches, up and down embankments, and it got to be pretty tough," says Goldasich, 55, who lives near Joliet.

A longtime patient at Rush, Goldasich consulted with John O'Toole, MD, MS, associate professor of neurosurgery, who offered her the option of undergoing minimally invasive lumbar (lower back) spine surgery. On Halloween last year, he performed a procedure on her known as a double lumbar laminectomy.

"She had severe lumbar spinal stenosis (narrowing of the spinal canal around the spinal nerves) due to bulging discs and hypertrophied (overgrown) ligaments and bone," O'Toole explains. "During the procedure, I removed the overgrown bone and ligament in order

to expand the spinal canal and take pressure off her nerves."

After spending a few days recovering at Rush, Goldasich went home. "I was moving slowly for a while, but I was able to move, and things just got better and better," she says. Following 10 weeks of physical therapy, she returned to work.

"I can sit for extended periods of time, I can stand, I can do anything I want to now," Goldasich says. "The difference between before the surgery and now is just amazing."

Goldasich is one of the more than 400 patients who has undergone minimally invasive lumbar spine surgery at Rush in the past year. Demand for such treatments is growing as the overall population of the United States ages, increasing the prevalence of degenerative spinal conditions such as wearing out of the disks and compression of the spinal nerves.

"Patients generally are living longer, and we have a lot of older adults who come in," says Andrea Whedon, RN, APN, nurse practitioner, neurosurgery. "These procedures offer shortened recovery time for these patients, especially those with multiple other medical problems."

#### More Options, Less Difficulty

Unlike traditional open spinal surgery, — minimally invasive lumbar spinal surgery is performed using small incisions, with much less damage to healthy anatomy, less blood loss, faster recovery times and fewer complications.

The procedures can range from repairing herniated (bulging) disks to reconstructing bones in the spine that have become misaligned due to spinal deformity. "We're performing more of the spinal reconstructive techniques, and we're using minimally invasive techniques more in removing spinal tumors," O'Toole says.

O'Toole is one of three physicians in the Department of Neurosurgery who perform these procedures, along with Harel Deutsch, MD, co-director of the Rush Spine and Back Center, and Vincent Traynelis, MD, vice chairperson and professor of neurosurgery. Among them, they have a combined 25 years of experience in minimally invasive lumbar spinal surgery, which only has become widely used in the past decade.

The department also offers non-surgical treatment options, including physical therapy and epidural (spinal) injections of therapeutic steroids, which are administered by an anesthesiologist in a pain clinic.



*John O'Toole, MD, (right) performs a minimally invasive spine surgery procedure, assisted by Ippei Takagi, MD, spinal surgery fellow.*

Approximately 800 spine patients currently are receiving nonoperative care at Rush.

#### Advanced Technology Leads the Way

The procedures are performed on the seventh floor of the Tower, one of the three surgical floors known as the interventional platform, which allows the surgeons to take advantage of the platform's advanced real-time 3-D CT imaging to guide them during surgery.

"We've been able to better integrate image-guided navigation into these surgeries," O'Toole says. "It's improved our accuracy, reduces our radiation exposures

and enhances the performance of minimally invasive procedures to the point where we can see inside the body as much as we do in an open body surgery."

O'Toole expects further technological advances to allow him and his neurosurgery colleagues to expand the scope of treatments they can perform using minimally invasive techniques. "Each passing year brings new techniques and advancements and developments in the field that allow us to perform new and different procedures and open the door to patients who might otherwise have been excluded because of age or infirmity," he says.

## RUSH TO RECEIVE \$12.9 MILLION FOR APRN TRAINING

The U.S. Department of Health and Human Services named Rush University Medical Center as one of five hospitals nationwide to take part in an initiative designed to train more nurses at a higher level. Under the Graduate Nurse Education

(GNE) demonstration, Rush will receive approximately \$12.9 million over four years to increase training opportunities for advanced practice registered nurses (APRNs).

"This program puts Rush in a leadership role in the nation's efforts to train nurses to meet the increased demand for primary and preventive care," says Kathleen Delaney, PhD, RN, PMH-NP, FAAN, professor of community, systems and mental health nursing in the Rush University College of Nursing.

The GNE demonstration, which is funded through the Affordable Care Act, promotes a partnership among Rush's College of Nursing, several hospitals (including the Rush System for Health hospitals) and select community service

sites throughout Illinois. The GNE demonstration will support increased enrollment of APRNs, some of whom are currently turned away due to capacity limitations at training sites. The APRN group includes nurse practitioners, clinical nurse specialists, nurse anesthetists and nurse midwives.

"This innovative collaboration will allow Rush to train a new workforce of practitioners and improve health care, and particularly primary care, in many communities," says Larry Goodman, MD, Rush CEO. "Rush could not have successfully competed for participation in this important project had it not been for the strong support of our elected representatives, particularly Senator Durbin, Congressman

Davis, Congressman Jackson, Mayor Emanuel and Governor Quinn."

The initiative's funding will allow Rush to set up additional training sites for students and to increase capacity at current sites, which will allow for clinical rotations for nurses throughout Chicago, Illinois and surrounding states. The APRNs will receive advanced training in primary care, preventative care, transitional care and chronic care management, which can help fill gaps in community settings, including under-served rural and inner-city areas. Rush began increasing capacity for new APRNs in September.

More information about this initiative can be found at <http://innovations.cms.gov/initiatives/GNE/>.

Rush joins four other prestigious schools that will share a combined \$200 million in this innovative clinical training model. The four other hospitals chosen by the Department of Health and Human Services include the following:

- Hospital of the University of Pennsylvania (Philadelphia)
- Duke University Hospital (Durham, N.C.)
- Scottsdale Healthcare Medical Center (Scottsdale, Ariz.)
- Memorial Hermann-Texas Medical Center Hospital (Houston)



*Kathleen Delaney, PhD, RN, PMH-NP, FAAN*



# RUSH CHARITY CARE PROGRAM HELPS STEADY EPILEPSY PATIENT

Because of his epilepsy, Trent Blanchette lost his job and, with it, his health insurance. But the 24-year-old electrician from Bourbonnais, Ill., found hope thanks to Rush and its charity care program.

Blanchette learned he had epilepsy after a frightening incident on New Year's Day, 2009. He suffered a generalized tonic-clonic seizure, during which the entire body goes into a convulsion. His sister found him in bed, dazed and unresponsive, his mouth bleeding profusely because he had severely bitten his tongue. "I don't remember doing it," he says.

Blanchette began taking antiepileptic medications, but they failed to control his seizures. If a patient's condition doesn't improve after trying two or three medications, there's a less than 5 percent chance that additional medications will be effective.

At that point, surgery to remove the area of the brain causing the seizures is often the best option. It's also an expensive one: The extensive testing needed to determine whether a person is even a candidate for surgery costs tens of thousands of dollars, and two ensuing surgical procedures — the first to place electrodes to guide the surgeon and the second to actually remove the abnormal area of the brain — bring the total cost of care well into six figures.

Blanchette began the testing to see if surgery might help, but before he could complete it, he was laid off. "I lost my job, because if I had a seizure, I'd be out for a few days," he says.

Suddenly without insurance, he could no longer afford to continue seeing his

neurologist and complete the testing. "My heart just sank," he says. "I was having 10 to 15 complex partial seizures (brief staring spells) every day, plus grand mal seizures. I was losing entire days out of my life. It seemed hopeless."

The Epilepsy Foundation of Greater Chicago referred Blanchette to Rush, where he met with Andres Kanner, MD, a neurologist with the Rush Epilepsy Center. Kanner relieved Blanchette of his financial worries during his first appointment in 2010.

"There was never a question about whether we were going to treat him," Kanner says. "Patients should get the exact same evaluation and treatment whether they have a PPO or Medicare or no insurance. Our goal is to help patients get better, period."

A financial counselor at Rush determined that Blanchette was eligible for the Medical Center's charity care program. All of the costs of Blanchette's treatment were waived, including his presurgical testing. "When I learned I was eligible for charity care, I almost started crying," Blanchette says. "After all the ups and downs, I finally felt that I was getting somewhere."

The charity care program provided more than \$18 million in free or discounted medical services during Rush's 2011 fiscal year, when 2,273 patients were approved for the program. That care is part of the more than \$220 million in community benefits Rush provided that year, which also includes education and research programs, subsidized health services and other community benefits.



Jeff Shipley, a financial counselor at Rush, confers with a patient. Shipley was one of the financial counselors who worked with Trent Blanchette to arrange for him to receive charity care at Rush.

Under Kanner's care, Blanchette's seizures have subsided greatly. "I used to have up to 30 in one week, now it seems I can go a few weeks without anything happening," he says.

While they're less frequent, the seizures still make him unable to work. Blanchette, who's been living with his parents, recently began treatment with a new medication in the hopes that it might control his seizures completely. If not, he'll make a decision about whether to proceed with surgery.

"This is buying him time to make that decision, because it's big," says his mother, Trina Blanchette. "If it weren't for Rush and the charity care they provided, we wouldn't have gotten this far. No other hospital in the area would even see him."

To learn more about the community benefits Rush provides, please visit [www.rush.edu/cbr](http://www.rush.edu/cbr).

# RUSH HELPS CHICAGO CHILDREN PREPARE FOR SCHOOL

RU Caring, a Rush University student volunteer program, hosted its eighth annual Back to School Health Fair on Saturday, July 28 at Malcolm X College. Approximately 200 volunteers from Rush provided care for 161 families, serving a total of 296 patients. The health services the volunteers provided included 154 physical exams, 125 vaccinations, and 101 dental exams. In addition, the volunteers handed out 400 backpacks filled with school supplies, which were donated by the Rush community. Children were treated to storytelling, exercise games and water balloons. "As always, it was a great day for everyone who participated," says Sharon D. Gates, MA, senior director, multicultural affairs and community service for Rush University. "Thank you to everyone from Rush who helped with the fair and to those of you who donated supplies. Your service to our community is remarkable."

A Rush student and patient share a moment during the eighth annual Back to School Fair.



## NEWSrounds

November 2012

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Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.

## THE TOWER AND TRANSFORMATION PROJECT RECEIVE A TOP HONOR

The Tower was named one of the 100 most innovative and inspiring urban infrastructure projects in the world in the second edition of KPMG's Infrastructure 100: World Cities Edition. Rush was one of only 10 health care projects from around the world to be listed, and one of only two health care projects in the United States that were included.

Announced in July, the report by KMPG, a worldwide consulting firm, is designed to provide insight into the infrastructure projects that make great cities, with a particular focus on the innovations that make them "Cities of the Future." According to KMPG, the development of sustainable urban infrastructure is one of the greatest challenges of the 21st century. More than half of the global population is already squeezed into cities that collectively make up less than 2 percent of the planet's land.

According to the KMPG report, the changing nature of health care means that in addition to patients relying on skilled doctors and new technology for recovery, providers are now acutely aware of the links between physical infrastructure, the built environment, psychology and healing.

"From the beginning, we labeled this project the 'Rush Transformation.' It wasn't just about creating a beautiful building, but creating an innovative model for health care," says Peter Butler, Rush president and chief operating officer. "What makes this recognition so unique is that it focuses on innovation and is worldwide in scope."

The Tower is the largest new construction health care project in the world to be LEED gold certified, earning high marks for energy, lighting, water and material use, as well as incorporating a variety of other sustainable strat-



egies. LEED stands for Leadership in Energy and Environmental Design.

For Rush, the next step in the ongoing evolution of our campus environment is to optimize the investment the Medical Center has made in bricks, mortar and technology. "Medicine isn't standing still,"

Butler says. "Our goal is to enhance the outstanding work of our faculty and employees and to take full advantage of what we've done as we move forward."

To view a complete list of the 100 projects, please visit [www.kpmg.com/infrastructure100](http://www.kpmg.com/infrastructure100).

### CORRECTION

In the September issue of *NewsRounds*, we mistakenly identified one of the physicians in the photo at the top of the front page. The caption should have read that Zahid Amin, MD, director of the hybrid catheterization lab, was shown with Ziyad Hijazi, MD, MPH, director, Rush Center for Congenital and Structural Heart Disease, in Rush's hybrid operating room and catheterization lab. *NewsRounds* regrets the error.



# Employee Awards

Three times a year, Rush employees are recognized for going above and beyond the call of duty for patients, families, visitors and co-workers, and for exemplifying the I CARE values (innovation, collaboration, accountability, respect and excellence). The following are the winners of Rush’s summer employee awards, which were presented on July 18.

## CLINICAL EMPLOYEE OF THE QUARTER

**Phillip LoSavio, MD**, assistant professor, Department of Otolaryngology, performed a delicate and complicated procedure on a patient, resulting in the diagnosis of a tumor and lymphoma and avoiding the need for a tracheotomy. During the course of the patient’s subsequent chemotherapy treatments, LoSavio also performed a surgery to repair a hole that the tumor had caused in his esophagus. “Dr. LoSavio stands out as the best of the best,” says Margaret Karnick, insurance risk analyst, Risk Management. “Rush is a better place because Dr. LoSavio is here.”



## NON-CLINICAL EMPLOYEE OF THE QUARTER

**Patricia Harris**, guest relations associate, Hospital Guest Relations Department, is stationed at one of the busiest intersections within the Rush campus — the information desk by elevator II on the fourth floor of the Professional Building. She impresses staff and visitors by creating a welcoming environment at the desk, enabling her to connect with them and provide personal attention. “She knows people’s names, remembers their story and engages them in conversation to make them feel more comfortable,” says Lori Yoder, LCSW, social worker, Cystic Fibrosis Center.



## PATIENT SATISFACTION “STAR”

Every quarter, an employee whose name appears in two or more favorable patient evaluations is awarded the patient satisfaction “star” award. This quarter, six stars were honored: Susan Hauptman, technical supervisor, pediatric pulmonology; Fayth Bloomer, RN, anesthesia; Brittany Long, RN, peri-operative services; Maureen Brennan, senior physical therapist, physical therapy; Kasey Bates, guest relations associate, Hospital Guest Relations Department; and Susan Fox, PA, physician assistant, University Consultants in Allergy.

- “Sue was there for me and took the time to explain what could happen if my daughter did not get the proper medication and follow-up care.”
- “While on a plane from Phoenix to Chicago, I experienced a burning pain and pressure in my groin. The flight attendant asked if there were any doctors or nurses onboard. Fortunately, Fayth responded. She was able to provide me with pain relief and stayed with me throughout the remainder of the flight while I lay in the galley.”
- “When I had concerns about caring for myself after surgery, Brittany took the time to listen and provided me with enough information to make me feel more confident in my ability to care for myself.”
- “I was very fortunate to have Maureen as my therapist. She was always pleasant, answered my concerns and worked hard to manage my pain.”
- “Kasey with Guest Relations was a delight to see and made our stay better. She is a great employee and is amazing at her job!”
- “From the beginning to end, Susan Fox was excellent. She got to the core of the problem, prescribed medications that improved my condition and left me with the confidence that I had someone I could rely on for any further problems.”

Left to right: Susan Hauptman, Susan Fox, PA, Kasey Bates, Brittany Long, RN, and Fayth Bloomer, RN. Not pictured: Maureen Brennan.



## SUMMER

## MANAGER OF THE QUARTER

**Alison Canto, RN, BSN**, manager of quality and safety, radiology, has demonstrated the ability to organize, improve and innovate. She embraced the challenges associated with moving the department to the Tower and helped ensure that preparations, the actual move and post-move resolutions were executed successfully. “Alison sets the bar very high for all of us and exemplifies respect and collaboration in all that she does,” says Kimberley Marsh, JD, senior risk counsel, Office of Risk Management.



## TEAM OF THE QUARTER

The **Centralized Scheduling Team** places and answers calls for cardiology, cardiology outpatient testing, rheumatology, urology, cardiovascular surgery and infectious diseases at the hospital and all satellite locations. The team increased the number of calls handled and decreased the average time to answer calls. During a four-month period, the team handled 29,014 calls and achieved a 97.66 percent answer rate with a 13-second average speed to answer calls. The team includes Guadalupe Alonzo, patient scheduler; Jodi Dobkowski, patient scheduler; Carlos Gentil, supervisor; Samantha Gordillo, patient scheduler; Norma Guajardo, patient scheduler; and Kathleen O’Brien, patient scheduler.



Carlos Gentil, supervisor, Cardiology

## CAROL STEGE AWARD For Medical Center Engineering

**Ramiro Tovar**, journeyman, Medical Center Engineering, is responsible for repairing critical equipment in patient care areas throughout the Medical Center. He also helps train new employees. “Ramiro is well liked and respected by his coworkers,” says Reubin Cantu, manager, Medical Center Engineering. “Through the years, he has become one of our key employees in engineering.”



## For Environmental Services

**Tony Williams**, environmental specialist, Environmental Services, is complimented for his warm smile and genuine interest in helping visitors. “Every encounter with him is with a smile and a willingness to connect,” says Rachid Smahi, assistant director, Environmental Services. “We continuously receive positive feedback about him from staff and patients.” Williams takes pride in keeping the Medical Center clean to support safe patient care.



## RUSH VALUES AWARD

**Erik McIntosh, RN, CCRN**, Medical Intensive Care Unit, works tirelessly to advance his knowledge in nursing and apply it in his work to improve the patient experience at Rush. He is a past president of the Professional Nursing Staff and is the chair of the Nursing Staffing and Finance Committee, which helps make decisions about staffing and financial policies and practices. While working toward his master’s degree, he engaged in a project involving improving the communication experience of patients on ventilators, which he shared with the nursing community to help advance the quality of patient care.



If you would like to nominate someone for an employee award, please call ext. 2-5916.



# News Briefs

## RUSH UNIVERSITY INTRODUCES NEW ACADEMIC CALENDAR

Beginning this fall, Rush University kicked off a new schedule: The academic calendar year for the College of Nursing and Rush Medical College began earlier and will end earlier than previous years.

"Shifting the academic calendar allows for an earlier completion of specific programs, so students may begin the next phase of their education or career like other students from competing schools or programs," explains Thomas A. Deutsch, MD, provost, Rush University. "It also makes it easier for students to take courses at other institutions and to match up courses and credits, since most institutions of higher learning are on the semester system."

Another factor in changing the academic calendar is that Rush University now has a new and improved online system in place to manage multiple calendars. Called RUConnected, this student information system can run and track administrative functions more efficiently than previous systems.

The new academic calendar includes the following changes:

- **The Rush University College of Nursing** will move from a quarter system of four terms (fall, winter, spring and summer) to a trimester system of three terms (fall, spring and summer).



- **Rush Medical College** will move from three terms (fall, winter and spring) to a semester system of two terms (fall and spring) for the first- and second-year (M1 and M2) classes. M1 and M2 classes now begin in August. The third- and fourth-year classes are enrolled year-round in clinical rotations at Rush and other hospitals.
- **The Graduate College** will remain on the quarter system with four terms (fall, winter, spring and summer) until the 2013 - 2014 academic year, when it will move to a semester system.
- **The College of Health Sciences** will remain on the quarter system and will continue to have four terms (fall, winter, spring and summer).

*For more information on how these schedule changes affect students, faculty and staff, please visit [www.rushu.edu](http://www.rushu.edu) and search for "Changes to Academic Calendar."*

## BENEFITS FAIRS – MARK YOUR CALENDAR

New this year: Benefits open enrollment now will be online only. Open enrollment begins Thursday, Nov. 1 and lasts through Wednesday, Nov. 21. Log onto <https://Rushbenefits.HRintouch.com> to update your benefits selections. To learn more about your benefits, attend a benefits fair at one of the following times:

- **7:30 a.m. to 4 p.m., Tuesday, Nov. 6**  
**7:30 a.m. to 4 p.m., Wednesday, Nov. 7**  
**7:30 a.m. to 4 p.m., Thursday, Nov. 8**  
*cafeteria, south dining room, second floor of Armour Academic Center*
- **4 a.m. to 7 a.m. Friday, Nov. 9**  
*outside of Au Bon Pain, Fourth Floor of the Atrium Building*

In the meantime, if you have any questions, please contact your benefits representative in human resources by calling (312) 942-6637.

## People News

### Appointments

Rush University has appointed **Paul J. Jones, MD**, as acting chairperson of the Department of Otolaryngology/Head and Neck Surgery. Jones is currently director of pediatric otolaryngology in the department. He is a graduate of Rush Medical College and has practiced at Rush for nearly 25 years.



Rush University has appointed **James L. Mulshine, MD**, as acting dean of the Graduate College. Mulshine has been associate provost and vice president for research since 2005. He will continue in these roles during his tenure as acting dean. As acting dean, he will be the executive responsible for the college and will undertake an analysis of the functions, structure and governance of the Graduate College.



Rush has appointed **Anthony J. Perry, MD**, as associate vice president/associate chief medical officer for Clinical Affairs and chief medical officer for Rush University Medical Group (RUMG). In this new position, he will be an integral component of the clinical affairs organizational structure with specific responsibility for oversight of the clinical operations of RUMG, a 450-physician multispecialty group with offices on the Rush campus and throughout the Chicago area. Perry will continue in his role as director of the Johnston R. Bowman Health Center during this transition period.



Rush has appointed **Jochen Reiser, MD, PhD**, as chairperson of the Department of Internal Medicine. He is also serving as the Ralph C. Brown MD professor of internal medicine. Prior to joining Rush, Reiser was the Peggy and Harold Katz Professor of Medicine at the University of Miami Leonard M. Miller School of Medicine, where he also served as interim chairman of the Department of Medicine and director of the Peggy and Harold Katz Family Drug Discovery Institute. He previously was vice chair for research and chief of the Division of Nephrology and Hypertension in the Department of Medicine at the Miller School.

World-renowned for his extensive research in molecular mechanisms of kidney disease, Reiser currently is funded by three National Institutes of Health grants.

### Kudos

**Raj Behal, MD, MPH**, associate chief medical officer, and senior quality and patient safety officer, was appointed as an honorary clinical senior lecturer to the faculty of medicine at Imperial College in London. He also was appointed as a visiting professor to the Ministry of Health's Clinical Excellence Commission in New South Wales, Australia.



**Beth Bolick, DNP**, coordinator of the Acute Care Pediatric Nurse Practitioner Program (AC PNP) in the Rush University College of Nursing, has been named one of only 20 Robert Wood Johnson Foundation executive nurse fellows from across the country for 2012. Bolick joins a select group of nurse leaders chosen to participate in this three-year, world-class leadership development program, which is enhancing nurse

leaders' effectiveness in improving the nation's health care system.

**Susan Breitenstein, PhD**, assistant professor, is one of just 12 outstanding nursing educators to be awarded a Robert Wood Johnson Foundation Nurse Faculty Scholars grant this year. With the grant, Breitenstein plans to develop and test a digital parent training program for low-income parents of young children. She will receive a three-year, \$350,000 award to promote her academic career and support her research.

**Cathy Catrambone, PhD, RN**, associate professor, Rush University College of Nursing, was invited to the White House in June for a discussion about



improving health care quality and patient health. As the vice president of Sigma Theta Tau International, a nursing organization with more than 130,000 members from 85 countries, she was one of 80 nursing leaders from around the country who met with officials from the White House and the Department of Health and Human Services to discuss delivery system transformation and how the Affordable Care Act can support their efforts to provide high quality care to their patients. Catrambone was also in Washington, D.C., for United Lung Health Advocacy Day.

**Mary Jo Fidler, MD**, assistant professor, Section of Medical Oncology, was appointed to the Chicago Medical Society's board of trustees.

The March of Dimes' Illinois chapter honored **Larry Goodman, MD**, Rush CEO, at its 15th annual Jonas Salk Health Leadership Awards luncheon in September at Chicago's Union League Club. Goodman received the health care management award for his work in improving the health of babies. Under his leadership, Rush

University Medical Center's Perinatal Center physicians and staff have been instrumental in strengthening the regionalized perinatal system in Illinois. The charity also recognizes Rush's efforts to reduce high-risk pregnancies and improve quality of care.

The Lymphoma Research Foundation (LRF) elected **Stephanie A. Gregory, MD, FACP**, to its scientific advisory board. Gregory is the Elodia Kehm Chair of Hematology and Professor of Medicine. The 45-member board reviews grant proposals and makes recommendations regarding research priorities and funding to the LRF. Her five-year term began in July.

In August, Gregory received the Impresa Award for accomplished Italian-American women from the women's division of the Joint Committee of Italian Americans, a Chicago nonprofit association. The award honors women from the Chicago Italian-American community who have demonstrated outstanding accomplishments during their lifetime.

**Linda F. Gruenberg, DO**, Department of Psychiatry, was elected as president-elect for the Illinois Psychiatric Society this past May.

**Wrenetha Julion, PhD, MPH**,



**RN**, associate professor, Rush University College of Nursing, has been selected by the Josiah Macy Jr. Foundation as a 2012 Macy Faculty Scholar. Based in New York, the 82-year-old Macy Foundation works to improve health care in the United States. The Macy Faculty Scholars Program helps nurture the careers of promising educational innovators in medicine and nursing, and develops the next generation of national leaders in medical and nursing education. Over the

course of the two-year Macy Faculty Scholars Program, Julion will develop and implement an evidence-based cultural competency program at Rush University for students in nursing, medicine, health sciences and health systems management.

**Louis Kraus, MD**, Woman's Board



Professor and chief of child and adolescent psychiatry, was reelected to the American Medical Association Council on Science and Public Health.

**Robin McConney, MHA**, program coordinator, Johnston R. Bowman Health Center, joined the Chicago Foundation for Women (CFW) earlier this year. The CFW is a nonprofit organization whose mission is to increase resources and opportunities for women and girls to achieve their full potential and live in safe and healthy communities. McConney also was recently elected to co-chair the CFW's African-American Leadership Council, which is committed to empowering black women and girls by advocating for health equity, economic empowerment and leadership development.

**Maggie Shreve**, senior consultant, employee and organizational development, was elected president of the Organization Development Network of Chicago, which is a professional membership association of organization development practitioners and students.

**Edward Ward, MD, MPH, FACEP**, medical director, Department of Emergency Medicine, was elected to be president of the Illinois College of Emergency Physicians. His term runs from June 2013 to June 2014.

*To read more Appointments and Kudos, visit [inside.rush.edu](http://inside.rush.edu).*



# NEWSrounds

## MEDICAL FACULTY BROADEN PRACTICES TO RUSH OAK PARK HOSPITAL AND BEYOND

Rush is making the specialized care provided by physicians at the Medical Center more easily accessible to residents of westernmost Chicago and the Western suburbs. Rush medical faculty in 17 specialties — including cardiology, gastroenterology, hematology, neurosurgery, oncology and orthopedics — also have regular office hours at Rush Oak Park Hospital (ROPH). The number of specialists who see patients at both locations is likely to grow in the coming months and years.

ROPH, which Rush has been operating for nearly 15 years, is located a little more than seven miles west of the Medical Center. ROPH's clinical excellence in such areas as emergency room care, endocrine care and primary care support Rush's overall mission.

"What we do, we do exceptionally well. There are services we choose not to provide as a community hospital because of our relationship with and proximity to the Medical Center," says Michael Silver, MD, chief medical officer and vice president for medical affairs for ROPH. "Having physicians from the Medical Center available to see inpatients and outpatients at Rush Oak Park ensures that the outstanding primary care our 40,000 patients receive is augmented with extraordinary clinical subspecialists from the Medical Center."

"Increasingly, physicians from the Medical Center — private and employed — have been opening satellite clinics or bringing parts of their practices to Oak Park," says David Ansell, MD, chief medical officer and senior vice president for clinical affairs at Rush University Medical Center. "Rush Oak Park Hospital serves as a gateway to the Western suburbs, enabling patients who live in these suburbs to receive high-quality specialty care closer to home and giving physicians more options for referring their patients."

Medical Center physicians are providing a variety of services at ROPH, including certain in-office and surgical procedures and diagnostic tests. For example, Kousik Krishnan, MD, director of the arrhythmia device clinic and associate professor of medicine in the Section of Cardiology, began seeing patients at Rush Oak Park last fall.

"The patients who we're seeing appreciate our being there," says Krishnan, who sees 10 to 15 arrhythmia patients in Oak Park one Friday each month. These patients largely come from Oak Park and suburbs farther west.

"Sometimes these are people who wouldn't even come downtown to the Medical Center, so they potentially couldn't get the care they need, or they'd go to a different institution," Krishnan says.



*The Rush Medical Office Building, adjacent to Rush Oak Park Hospital*

Gloria Anderson, who has been a patient of Krishnan's since 2008, says it's much easier for her to see him at ROPH since she recently moved from Chicago's South Side to the Western border of the city and Oak Park.

"All my doctors are at Rush. I love Rush. I think it's a great hospital, and I'll go there if I have to do it to see my doctors, but this is definitely a plus for me," says Anderson, who also plans to make her next appointment with her gastroenterologist, John Losurdo, MD, an attending with University Gastroenterologists, during his hours at ROPH. "It's a great thing."

### Expanding Rush's Reach

While ROPH has the largest repository of specialists from Rush

University Medical Center outside of the main campus, numerous specialty and subspecialty practices from the Medical Center — including gynecologic oncology, pediatric cardiology, pediatric gastroenterology and thoracic surgery — have offices or clinics in other suburbs. Lockport, Aurora, Lake Forest, Elgin, Hinsdale, Winfield, Joliet and Kankakee are among the many off-campus sites.

"We tend to think of Rush as being downtown," Ansell says. "But we want our patients to know that even if they don't live close to the Medical Center, they can still receive the outstanding care for which Rush is known at a variety of other locations."

### PARTICIPATING SPECIALTIES

For a complete list of specialists from Rush University Medical Center who have office hours at Rush Oak Park Hospital, go to [www.rush.edu/rushphysician](http://www.rush.edu/rushphysician). These physicians represent the following specialties:

- Cardiology
- Colorectal surgery
- Critical Care
- Gastroenterology
- General surgery
- Gynecology
- Hematology
- Neurosurgery
- Obstetrics
- Oncology
- Orthopedics
- Otolaryngology
- Pain Management
- Pediatrics
- Psychiatry
- Pulmonary disease
- Transplant hepatology
- Urology

*For more information about Rush Oak Park Hospital, please visit [www.roph.org](http://www.roph.org).*

## New Spaces and Technology TO ENHANCE BREAST IMAGING AT RUSH

Breast screening and diagnosis requires a combination of clinical skill and sensitivity to patients' emotions. Rush has begun the process of upgrading its breast imaging facilities and equipment to enhance the Medical Center's already excellent clinical capabilities and to provide a more convenient, reassuring experience for patients.

In November, construction began on two new areas that will house

breast imaging services. A new diagnostic facility is being built on the seventh floor of the Professional Building. In addition, work is under way on a new screening center on the ground floor of the Professional Building.

Currently, breast screenings and diagnoses are performed in an office on the first floor of the Professional Building, which offers services including mammography,

breast ultrasound and needle biopsy. (MRIs are performed at Circle Imaging Center, on the ground floor of the Professional Building.)

Breast screenings — which are recommended annually for women 40 and older and for younger high-risk women — are used to detect abnormalities early, when they are most treatable. Diagnostic imaging is used to diagnose lumps and other abnormalities in the breast that may be indications of cancer and to determine the extent to which cancer has advanced.

The two new facilities both will implement digital imaging, replacing the film imaging equipment currently in use. Rush plans to open the new facilities sometime next spring.

Rush's high level of care has resulted in strong demand for these services. Each day, the center sees between 100 and 120 patients, divided about evenly between patients receiving screenings and diagnostic exams. As a result, the current location often is crowded, and healthy women

who are receiving screenings wait alongside patients there for diagnosis.

"We want to separate the patient populations to make things easier on them both," says Peter M. Jokich, MD, director of the Section of Breast Imaging and associate professor of radiology. "Providing diagnostic imaging patients with a facility of their own will create a more relaxed atmosphere for people who already are anxious."

### Thoughtful Amenities

To further enhance convenience and comfort for both sets of patients, both of the new facilities will feature soothing décor, including earth tone colors and soft lighting. Each of the mammography rooms will include a television screen that will project comforting images such as waterfalls and beaches, and ultrasound rooms, where patients are screened lying on their backs, will have soothing scenes on the ceilings.

In addition to improving the patient experience, the new facilities will raise the quality of care even higher by implementing digital imaging. Like the film imaging currently in use, digital imaging begins with an X-ray of the breast, but instead of being turned into a film, the image is captured electronically and viewed on a computer screen, allowing physicians to enhance the image to improve the accuracy of their diagnosis.

Jokich hopes these changes will enable Rush to provide outstanding breast imaging services to more patients even as the quality of these services increases. "We already have a very experienced and skilled team of physicians and technologists," he says. "Now we're going to add these beautiful facilities and incredible equipment to a great team of people. It's going to be fantastic."

*For more information, contact the Section of Breast Imaging at (312) 563-3270.*



*An artist's rendering of a mammography room in the new breast screening facility*



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*Rush is a not-for-profit health care, education and research enterprise comprising Rush University Medical Center, Rush University, Rush Oak Park Hospital and Rush Health.*

THONAR AWARD RECIPIENT MAKES STRIDES AGAINST DISABILITY

As a child stricken with polio, JoAnn Potts discovered what it meant to have a disability, and how much it meant to have help to overcome it.

Potts did overcome her disability and, inspired by her personal experience, dedicated herself to helping others by working in health care. For nearly four decades, Potts has worked for the Rush Blood Center’s transfusion services, where she’s currently the quality assurance coordinator.

In recognition of her determination and her dedication, Potts received this year’s Eugene J-M.A. Thonar, PhD, Award in October. Named for an internationally known Rush professor of biochemistry and orthopedic surgery (see story below), the award is given annually to a Rush employee, faculty member, student or volunteer whose efforts further Rush’s commitment to accessibility and to providing professional and educational opportunities to people with disabilities. Rush CEO Larry Goodman, MD, presented Potts with the award during a ceremony in early October.

A native of Jackson, Miss., Potts was stricken with polio when she was two years old, during an

epidemic that swept the country in the 1950s, shortly before a vaccine eradicated the paralyzing viral disease almost entirely. She initially needed crutches and a leg brace to walk, but following three corrective surgeries she regained the ability to walk on her own by age nine.

“Every time the doctors would say I needed to go back to surgery, I would cry. It was scary being in the hospital as a child,” Potts says.

“All of that made up my mind to prove that I’m not different. It gave me a strong drive to go forward and prove to myself that I can do what anyone else can do.”

Taking Care of Others

Potts credits her doctors and nurses, her pastors, the Rev. and Mrs. Ira Jefferson, social workers, family and friends for helping her prevail over her disability. Her gratitude for the care she received and compassion for fellow patients led her to a career in health care.

“I saw a lot of suffering in the hospital along the way, and I had a desire to give back and be part of healing those who were sick and helping them get well,” Potts explains.

She considered being a nurse but was drawn to medical technology. “Working with samples and being

under the microscope, the problem solving, figuring out a design methodology, all of that intrigued me,” she says.

Potts graduated from Rush University’s medical technology program in 1973 and immediately went to work in the blood center that September. She worked her way up from bench technologist to supervisor to quality assurance coordinator. In the latter role, which she’s held since 1992, she oversees quality control testing to make sure that the more than 40,000 units of blood products Rush patients receive each year are safe and effective.

Potts also fulfills her mission to help others through her many volunteer activities. She has organized Thanksgiving food give-aways in Chicago’s Austin neighborhood, visits members of her church when they are in the hospital and acts as a United Way representative to Rush, obtaining donations for the annual United Way campaign. “I feel I have to help take care of others,” she says.

Potts still deals with the lingering effects of her childhood polio. She occasionally walks with a limp and underwent hip replacement surgery in 2009. These difficulties



*JoAnn Potts at the Thonar Award presentation.*

have not deterred her from performing her important role.

“She has not allowed her mobility limitations to interfere with reviewing patient charts on the nursing units and performing other tasks required to complete the quality assurance documentation she is now responsible for,” says Potts’ colleague Ann Viernes, blood center manager, who nominated Potts for the Thonar Award.

“You can’t let a disability get you down. You have to be stronger than that and make your dreams come true and not give in to disability,” Potts says. “There has to be a drive. I had that, and I still do.”

THONAR LEAVES LEGACY OF ACCESSIBILITY AT RUSH

Eugene Thonar, PhD, overcame both a disabling illness and a poor childhood education to become an internationally renowned biochemist and a leader of Rush’s efforts to accommodate the needs of patients, employees and visitors with disabilities. The namesake of Rush’s annual Thonar award (see above story) and an emeritus professor of biochemistry and orthopedic surgery, Thonar retired in October after 32 years at Rush.

“Rush has been very fortunate that Dr. Thonar spent his entire career here. During that time, he made immense contributions as a researcher, a teacher and mentor, and an advocate for people with disabilities,” says Thomas A. Deutsch, MD, provost of Rush University and dean of Rush Medical College. “His influence can be seen in the design of the Tower and in many other ways that the Medical Center accommodates the needs of people with disabilities. Eugene’s impact in this area will continue to be felt long into the future.”

A Long Climb to an Education

Born in Belgium and raised in South Africa, Thonar dreamed of being a professional soccer player as a child, but at age 14 he was afflicted with ankylosing spondylitis (a chronic inflammation of the spine), a

condition that for many years his doctors misdiagnosed as tuberculosis. As a teenager, he spent years confined to a bed in a convalescent home, where he received only an hour of schooling a day from visiting teachers.

“I remained hopeful, and I decided I was going to make it. I never doubted I was going to be something, somebody,” Thonar says.

Fortunately, a visiting doctor from the U.S. correctly diagnosed his condition, and with time and effort, Thonar regained the ability to walk using crutches, even though the mistreatment of his illness had led to all the joints in his spine being permanently fused. “From my head to my knees, nothing bends,” he says.

Despite his limited schooling, Thonar scored well enough on his entrance exams to be admitted to a local university. His stepfather enrolled him, insisted he attend — despite Thonar’s fear of climbing the school’s many stairs — and drove him 30 miles to and from campus every day.

“The first year was hell,” Thonar recalls. “I had received no formal education the last three years, plus the fact that I had to go up all these steps. I couldn’t attend all

the lectures, because the campus wasn’t easily accessible.”

Though he failed both chemistry and zoology — the foundations of biochemistry — his freshman year, Thonar successfully completed college and went on to earn a PhD in, yes, biochemistry, which he received in 1976.

His research thesis, which examined the connection between his illness and a related eye disease, drew favorable attention, and Thonar was invited to come to the U.S. for a fellowship at the National Institutes of Health. There, he met Klaus Kuettner, PhD, who had just become the chairperson of the Department of Biochemistry at Rush and recruited Thonar to work at the Medical Center.

Opening Doors

Since his arrival at Rush in 1980, Thonar has conducted groundbreaking research examining the effects of aging on cartilage. He co-invented a procedure to manufacture artificial cartilage that can be injected into patients to restore damaged tissue. He also developed a blood test used to diagnose a type of blindness in children. Thonar has published more than 250 papers in scholarly journals and more than 400 abstracts.

In addition, Thonar was a member of Rush’s Americans with Disabilities Act (ADA) Task Force, which advocates for the needs of patients, students and employees with disabilities at the Medical Center. Over the years, he’s been involved in everything from seeing to it that a medical student in a wheelchair could reach an operating table in order to conduct a clinical rotation in surgery, to arranging for patients with disabilities to receive discounted valet parking when they come to Rush for appointments. Thonar and other members of the ADA Task Force worked to make sure that the bathrooms in the Tower’s patient rooms swing open in both directions for ease of wheelchair access.

“I think Rush has gone further than almost any medical center in the country and probably in the world in making this place accessible,” Thonar says. “For many years now, Rush has taken a proactive approach to improving the Medical Center for people with disabilities.”

The significance of his influence in this area is evident in the fact that the ADA task force chose to name its annual award



*Eugene Thonar, PhD*

for him a year after they established it in 1991. “Of all my accomplishments, there’s nothing I’m more proud of than the award being given in my name, and the work I’ve done with the task force,” Thonar says. “It’s an incredible body of people who have worked together to implement many changes that have made Rush a national leader in accommodating disability, and it’s very gratifying that I was able to be of help.”

*For more information about Rush’s commitment to people with disabilities and universal access, please go to the Rush YouTube channel and enter “accessibility” in the “search channel” box.*



# TREATMENT FOR THE WHOLE MAN

## New Director of Men's Health Provides Comprehensive Diagnosis and Care

Rush is taking a broad approach to men's health that will unite physicians in multiple specialties to treat not only sexual and urologic problems but their underlying causes and related effects.

"Often men come to a medical specialist for a quality-of-life issue such as erectile dysfunction (ED), and we identify other issues such as hypertension, heart disease, pulmonary disease, gastrointestinal or memory problems that also must be addressed," says Anjay Nehra, MD, vice chairperson and professor of urology and director of men's health at Rush. "Rather than merely treating symptoms, we take a broader approach to men's health by looking comprehensively at the symptoms' implications in order to prevent illnesses in the future."

A renowned authority in men's health, Nehra came to Rush in April from the

Mayo Clinic in Rochester, Minn., where he was a professor of urology. He is leading the creation of a new men's health center, which is scheduled to be launched in April and will draw on Rush specialists in urology, oncology, pulmonology, psychiatry and other areas to provide comprehensive care of men's health issues.

These problems include prostate, testicular and bladder cancer; urinary incontinence due to benign prostate enlargement; ED and infertility. "We will treat these conditions, and we will put together all the pieces to provide a comprehensive care model," Nehra says.

### Erectile Dysfunction and Cardiovascular Disease

A specialist in ED, Nehra was part of an international collaboration that

published a major report in August saying that assessment of sexual function should be included in the evaluation of cardiovascular risk in men. Published in the August issue of *Mayo Clinic Proceedings*, the report found that men who experienced ED are at higher risk of cardiovascular disease, especially if they're under the age of 50.

"The body is united by a common blood system. What happens in the penile blood vessels often are early manifestations of problems elsewhere," Nehra observes.

Nehra and his colleagues at Rush will offer these patients treatment that addresses both the ED and its potential greater health implications with a combination of dietary modification, exercise, medication and prostheses. Psychiatric counseling also will be available.

"Frequently, men with ED start to feel a sense of desperation. There can be changes in their relationship with their spouse that can have a serious effect on their marriage," Nehra says. "If we can address the problem successfully, it can have a phenomenal benefit."

### Prostate Care

In other cases, ED is a consequence of prostate cancer treatment or pelvic surgery, which also may cause other side effects. "We've seen a trend where prostate cancer mortality rates have decreased, but the effects of the therapies are going to require more and more attention," Nehra says. "Men undergoing prostate cancer therapies have changes in urination, have changes in erections, have changes in sense of well being. We need to optimize their care so we can reverse those trends so they can have great outcomes."



Anjay Nehra, MD

Additionally, Nehra aims to enhance treatment through earlier detection of prostate cancer, using new techniques, and the future use of targeted therapies that do not require removal of the prostate. He is laying the groundwork for a number of clinical trials to pursue these possibilities further.

"Men's health issues take many forms and have many underlying causes," Nehra concludes. "The goal of men's health care at Rush is to take a multidisciplinary approach to provide a timely diagnosis and cutting-edge treatments that both protect the health of our patients and the quality of their sexual and emotional lives."

## People News

### Appointments

**Janis Anfossi, JD, MPH, RN**, has been appointed by the Rush Oak Park Board to serve as chief compliance and privacy officer for Rush Oak Park Hospital (ROPH). In this role at ROPH, Anfossi will report to Bruce Elegant, CEO for ROPH. This position is in addition to Anfossi's current leadership responsibilities at Rush University Medical Center, where she serves as associate vice president of compliance and privacy and provides oversight of the functions for regulatory, research and HIPAA compliance and the institution-wide general compliance program.

**Brent Estes** has been promoted to senior vice president, Business and Network Development. This change acknowledges a broader and important role associated with Rush's strategy to expand Rush Health and further evolve the Rush System for Health. Estes has been at Rush since 1997, and has served in his role as president and CEO of Rush Health for more than 10 years.

**Patti O'Neil** has been promoted to vice president, chief investment officer and treasurer. O'Neil, who has been at Rush for 13 years, manages more than \$1 billion in assets on Rush's balance sheet, has led multiple successful bond financings, and has served as staff to the investment

committee of the Rush Board of Trustees. She is also an assistant professor in the Department of Health Systems Management.

Rush University has promoted **Marilyn Wideman, DNP, RN-BC**, to associate provost for professional education and community engagement and associate vice president for community health care practice. In the role of associate provost, Wideman will be responsible for the development and administration of the University's Office of Continuing Health Professional Education and the Office of Community Engagement. As associate vice president, she will partner with other leaders at Rush to evolve the Medical Center's health care practice across disciplines both on the Rush campus and in the surrounding community.

### Kudos

**Lisa L. Barnes, PhD**, associate professor, Rush Alzheimer's Disease Center, was awarded a grant from the National Institute of Health to establish the Rush Center of Excellence on Disparities in HIV and Aging.

**Melissa Browning, DNP, APRN**, critical care nurse specialist, surgical intensive care unit, received the 2012 Nurse.com Nurse of the Year Award in the clinical nursing inpatient category. Browning was honored during a ceremony at Rush this month for her excellence in nursing. Nurse.com, home of the publications

*Nursing Spectrum* and *NurseWeek* publications, is a leading source of local and national nursing news and nurse continuing education.

**Michael Chen, MD**, assistant professor, neurology, neurosurgery and radiology, received the Cynthia Lynn Sherwin Chair of Research grant from the Brain Aneurysm Foundation. The \$20,000 grant is for his work on timed hormone replacement therapy for women with cerebral aneurysms. Chen will work with Barbara Soltes, MD, associate professor, obstetrics and gynecology, on this project.

**Gabriella Cs-Szabo, PhD**, associate dean of the Rush Graduate College, was elected as a treasurer to the leadership council of the Illinois Association of Graduate Schools.

**Bob Eisenberg, PhD**, Bard Endowed Professor and chair of molecular biophysics and physiology, is a Miller Institute professor at the University of California Berkeley, sponsored by the chemistry department. He will collaborate with chemists, mathematicians and physicists on the properties of ion channels. Ion channels control most living processes, like the beating of the heart, and so successful management of ion channels leads to immediate clinical results.

**Jason Kane, MD**, assistant professor of pediatrics and patient safety officer for Rush Children's Hospital, has been appointed to serve as the Society of Critical Care Medicine's (SCCM) representative to the National Quality Forum (NQF). In this role, Kane will represent nearly 16,000 interdisciplinary SCCM members on the NQF's

Health Professionals Council. Members of this council provide a unique on-the-ground perspective of performance measurement and public reporting. The Chicago-based SCCM is the leading organization dedicated to ensuring excellence and consistency in the practice of critical care medicine.

Rush Health and Aging staff members **Kate Krajci, LCSW**, manager of social work services, and **Dana Bright, LSW**, manager of health promotion, are among the authors of an article published in the July – September 2012 edition of the journal *Topics in Geriatric Rehabilitation*. The article, "Caregiver Resources for the Rehabilitation Therapist," describes the prevalence, scope and effects of providing care to a person with dementia and potential challenges when delirium and/or depression are present. The authors also present the range of resources available to caregivers of persons with dementia and rehabilitation therapists who may interact with caregivers.

**Josh Melson, MD**, attending physician, Section of Gastroenterology and Nutrition, recently received two grants from the American Cancer Society. The grants are for research in DNA methylation for early detection of colorectal cancer and ways of optimizing navigation in colorectal cancer screening by colonoscopy.

**Jeffrey Rado, MD**, assistant professor of psychiatry and internal medicine, currently serves as the secretary for the Association of Medicine and Psychiatry, a national

organization focused on the care of patients at the interface of medicine and psychiatry. He is currently the chair of the planning committee for the association's 2013 annual national meeting and will become president-elect next year.

**Rosemarie Suhayda, PhD, ANP-BC**, received notice from the U.S. Department of Health and Human Services that her grant submission was approved for the Advanced Education Nursing Traineeship in the amount of \$350,000 for the 2012-2013 academic year with an additional \$350,000 recommended for the 2013-2014 academic year, pending availability of funds. This grant will support primary care nurse practitioner students at Rush University College of Nursing. The Advanced Education Nursing Traineeship was awarded to only 71 nursing programs nationwide through a competitive process, and Rush was one of only three schools selected in Illinois. Suhayda is an associate professor and director of evaluation for the College of Nursing and is director of University Assessment and Student Learning for Rush University.

As part of September's National Blood Cancer Awareness Month, the Leukemia Research Foundation named **Parameswaran Venugopal, MD**, one of its Heroes of Hope.

Venugopal is the Samuel Taylor III, MD, Professor of Oncology, professor of medicine in the Division of Hematology and Oncology, and director of the Section of Hematology.

To read more People News, please visit <http://inside.rush.edu>.



## COMMUNITY PROGRAM

### You Are What You Eat

Thursday, Jan. 17, 6 to 8 p.m.

Armour Academic Center, Room 976

Your diet affects your overall health, but it has a particularly large impact on gastrointestinal disorders. At this free seminar, physicians and dietitians will discuss which foods promote good bacteria and gut health and how probiotics and supplements can make a difference. They also will answer your questions about common digestive diseases, including celiac disease, Crohn's disease, inflammatory bowel disease and irritable bowel syndrome.

## RUSH NAMED TOP HOSPITAL BY THE LEAPFROG GROUP FOR THE FOURTH CONSECUTIVE YEAR

For the fourth time, Rush University Medical Center has been recognized out of nearly 1,200 hospitals in the country for quality, safety and efficiency. The Leapfrog Group, a national organization that promotes health care safety and quality improvement, named Rush a Top Hospital at Leapfrog's annual meeting in December. The selection is based on the results of the Leapfrog Group's annual hospital survey, which measures hospitals' performance regarding patient safety and quality, focusing on three critical areas of hospital care: how patients fare, resource use, and management structures in place to prevent errors. The survey is the only national, public comparison of hospitals on key issues, including mortality rates for certain common procedures, infection rates, safety practices and measures of efficiency.

"Nurses, physicians and all Rush employees continually demonstrate that quality is a top priority, and this award recognizes it," says Larry Goodman, MD, Rush CEO. "The opening of the new hospital building, designed to improve outcomes and quality, is another example of our staff's commitment to being among the best through their hard work and dedication."

## CELEBRATE HEALTH ALONG WITH THE HOLIDAYS

### Festivities don't have to mean overeating

At Rush, keeping people healthy includes helping Rush employees, faculty, students and volunteers lead healthy lifestyles. As part of that effort, Anne Colman, MS, RD, LDN, a clinical dietitian at Rush, offers tips on healthy eating and activity.

The holidays are often synonymous with high calorie meals and drinks. As a result, many people feel anxiety during this season about potential weight gain and getting off track from healthy lifestyles. You don't have to let holiday celebrations get the better of you, though. The following tips can help you make the holiday season healthy, happy and fun.

- **Be realistic.** The holidays may not be the best time for weight loss. Rather, focus on maintaining your current weight and making healthful choices at events.
- **Avoid skipping meals.** Eating regularly, and even having a small snack of fruits or vegetables before a party will help prevent over indulging in higher calorie options.
- **Limit yourself to one trip to the buffet table.** Avoid socializing near the buffet to prevent unnecessary snacking. Put your food on a plate in order to visualize the amount you are eating.

- **Choose lower calorie party snacks.** Move toward vegetables with a small amount of dip or boiled shrimp with cocktail sauce. Try making dips with yogurt or cottage cheese instead of high calorie ingredients such as cream cheese.
- **Bring low calorie snacks to any potluck meals you attend.** Choose items like roasted vegetables, hummus or salsa to bring to parties. These high fiber choices will keep guests full without packing in calories.
- **Beware of liquid calories.** Many traditional holiday beverages, such as eggnog, coffee drinks and punch can have more calories than a meal. One cup of eggnog has

350 calories. Choose lower calorie options like water or iced tea.

- **Get moving.** Enjoy physical activity with family and friends or consider starting new traditions such as post-meal walks or family shopping trips. Walk to parties, if possible, or park farther away from the entrance to shops.
- **Enjoy yourself.** Making healthful choices and enjoying time with family and friends can go hand in hand throughout the holiday season and the rest of the year as well.

If you have additional questions about holiday eating or would like to schedule an appointment with a registered dietitian, please call (312) 942-5926.



## INTERPRETER SERVICES CELEBRATES 10 YEARS OF IMPROVING COMMUNICATION AND CARE

Rick Kirgan, lead language interpreter from the Office of Interpreter Services, stands at the bedside of a Rush patient who is expecting her first child. Although she's only 29 weeks pregnant, the woman already has begun experiencing contractions. As her doctor explains what's causing contractions and the care Rush will provide to help the woman delay giving birth until later in her term, Kirgan interprets the explanation into the patient's native Spanish. The woman replies with her questions and concerns, which Kirgan relays to the physician in English.

"Although the patient spoke English fairly well, she wanted to be certain that she entirely understood everything her doctors were telling her," says Kirgan, who was called in to interpret for the patient.

This November marked the 10th anniversary of the Office of Interpreter Services. During the past decade, Rush interpreters have helped countless limited English proficient (LEP) patients and their caregivers communicate with each other, enhancing care and increasing these patients' peace of mind.

Many of the LEP patients choose Rush over other medical facilities because they know that they can receive care in their native language here, according to Carlos Olvera, the first interpreter hired at Rush, and manager of interpreter services. "A quick stroll through our halls is sufficient to realize how ethnically and culturally diverse our patient population is," Olvera says. "Studies have shown that positive health outcomes for LEP patients are

much more likely when those patients receive their medical information in their own languages."

### High Demand, High Standards

When the Office of Interpreter Services formed in 2002 as part of the Hospital Guest Relations Department, it had three Spanish-speaking interpreters. Today, the office has a staff of 12 and receives approximately 10,000 requests a month. The office maintains a busy schedule of inpatient and outpatient visits, covering all parts of the campus, as well as Rush Oak Park Hospital, where interpreters travel 15 to 20 times a month.

The office has 11 Spanish-speaking interpreters and one Polish speaker. In addition, Rush draws on agency interpreters to provide in person or over the phone interpreting in languages such as Arabic, Mandarin, Cantonese and Hindi, among others. Last year, the office provided interpretation for 54 languages.

The interpreters assist caregivers at Rush in communicating with LEP patients in a variety of situations. Interpreters often assist patients who are about to undergo surgery. They visit units during nurse shift changes to help explain the plan of care and stop by a variety of areas — including, for example, the Sleep Disorders Center — to assist with study instructions. "We run around like crazy all day, but it's well worth it," Kirgan says.

In addition to being in great demand, the interpreters are held to a high standard. "Rush is the first medical center

in the Illinois to make national certification mandatory for all staff interpreters," Olvera notes. All of Rush's interpreters have been awarded the highest certification available to medical interpreters in the United States from the Certification Commission for Healthcare Interpreters. This makes Rush the only major medical center in Illinois, and one of only a few in the nation, to have its entire staff certified at this level.

### Removing Barriers

From the increase in the number of interpreters to the types of languages requested, the office has changed in many ways over the last decade. "It's become part of the Rush culture," Olvera says. "We've been able to minimize the communication barriers for patients by simplifying the process of getting interpreters."

That process now begins the moment a patient first arrives at Rush. Included on the patient's admittance forms are fields that allow hospital staff to determine what language the patient speaks and whether or not an interpreter is needed. Once this information has been entered, all subsequent appointments in Rush clinics appear on the interpreter services list so the office can make arrangements accordingly, eliminating the need for the clinician to call them first. This arrangement makes for a much smoother process for the patient and hospital staff.

"I consider interpretation services a part of a multidisciplinary team,"

says Girish Sharma, MD, FCCP, FAAP, director, Section of Pediatric Pulmonology and the Rush Cystic Fibrosis Center. "Their contribution is not limited to interpretation. Their involvement tends to break certain barriers so that patients, parents and clinicians are able to feel a bond."

Paul J. Jones, MD, agrees that interpreter services plays an important role in patient care. "What I love about them is that they're all advocates for the patient, helping them navigate the system," says Jones, the acting chairperson of the Department of Otolaryngology/Head and Neck Surgery and head of the Section of Pediatric Otolaryngology. "We wouldn't be as good at providing care without them."

Over the next 10 years, Olvera sees technology playing an important role in helping interpreters deliver their services even faster and more efficiently to patients and providers. They'll use video remote interpreting and iPads or similar devices, which will allow interpreters to access medical information on the go. "The neighborhoods around Rush will become more aware of our services and how to use them. Nationally, we'll be recognized as a model of interpreter services," he says.

To read first-person accounts of some of the interpreters' experiences, please go to <http://rushinperson.rush.edu> and enter "interpreter" in the search box.



Front row, from left to right: Mayra Navarrett, Rocio Rosiles, Lucia Flores, Ana Campos and Debra Moughamian. Back row, from left to right: Carolina Gomez, Carlos Olvera, Rick Kirgan, Cesar Mendoza and Ivan Salvador. Not pictured: Pawel Smal.

